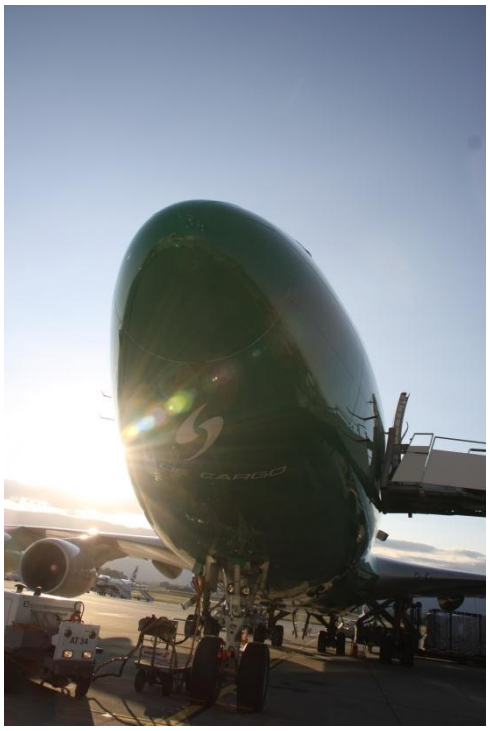
CASS*Link* User Manual
for
IATA Agents
and
CASS Associates



(for CASS*Link* V3.5.1)

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Changes to this version of the Agent CASS*Link* User guide

3.1.1 Changed location of the Correction report
Appendix – Additional FAQ's

1. Getting Started

1.1 What is CASS*Link*?

CASS*Link* is IATA's global cargo processing system for processing of Airline documents - Air Waybills and correction documents (CCA's & DCM's) for billing to IATA Accredited Agents and CASS Associates. It uses global standards in accepting electronic documents for processing from Airlines.

Reports are provided to Agents in a standard output format. Therefore, the report received by your office in London or Singapore will be the same as those in Sydney or Auckland.

One of the advantages of CASS*Link* is that, being a web-based system, the information contained in it is accessible online anywhere, provided you have a Username and Password.

1.2 Internet URL

The CASS*Link* website address (URL) is:

https://casslink.iata.org

1.3 Username and Password

The Customer Service Center will allocate a Username and Password to all IATA Agents and CASS Associates. For security purposes, the Username and Password are unique, with the initial Password being computer generated.

Your Username is usually based on your 2-letter country code eg. AU, JP etc., followed by your IATA and CASS Location Codes eg. JP_87654321.

The initial computer generated Password, usually contains UPPER and lower case alpha and numeric characters.

Remember that both the Username and Password are **Case Sensitive**.

It is recommended that at initial login, all Users should go to User Maintenance and change their password. (See Section 5 of this document for more details.)

If you have not received a Username or Password, contact your Customer Service Center and ask for these to be allocated to you. Similarly, contact your Customer Service Center if you have forgotten your Username or Password, or you have been locked-out of CASS*Link* because the Username or Password has been entered incorrectly five (5) times.

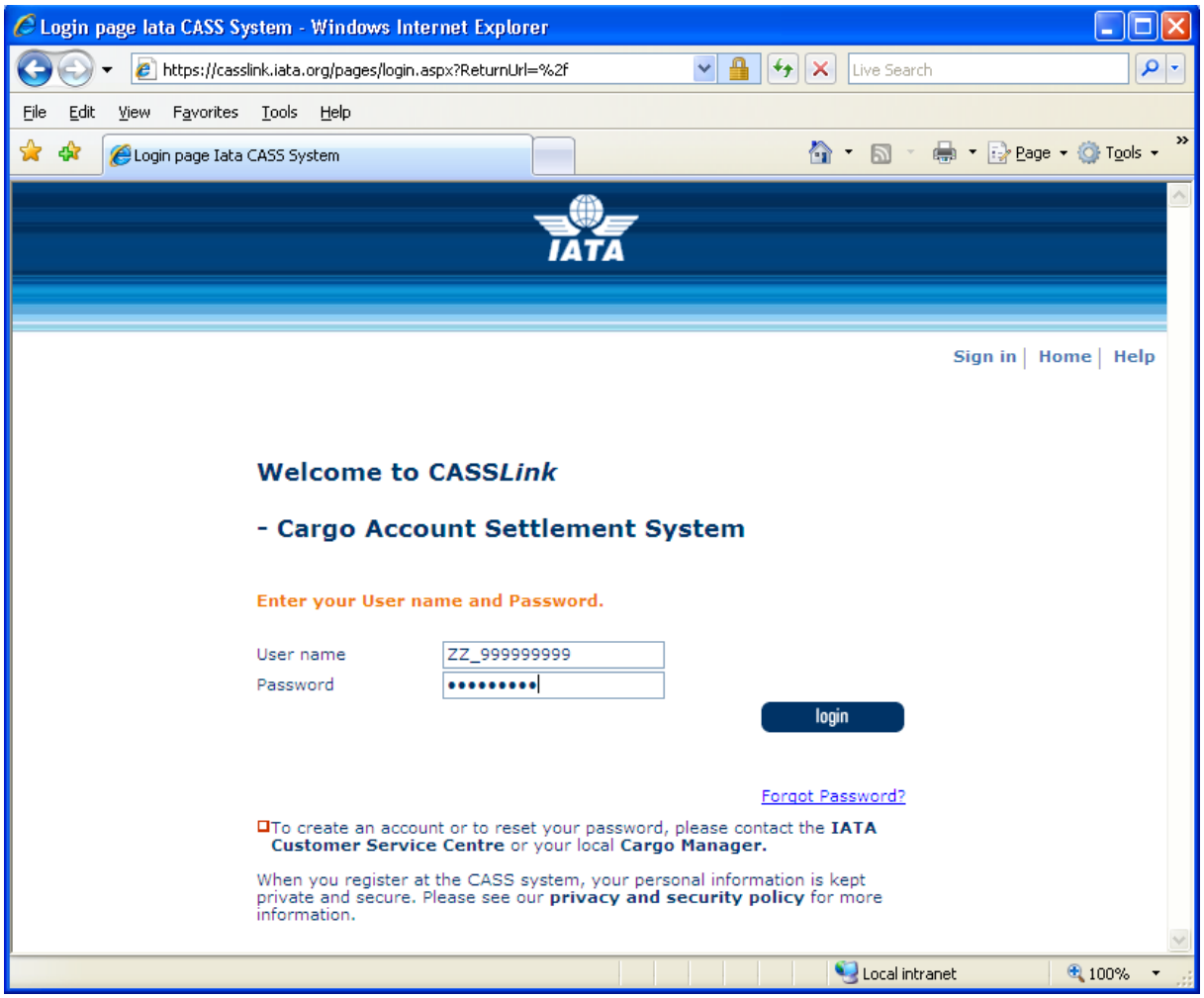
The Username allows the Agent to:

- Link to CASS*Link* “Country” eg. India, Singapore, Japan, Australia etc.
- Access available Menu Options
- Link to single or multiple branch locations (HO only)

Your Customer Service Center can also create additional Usernames for Agents where necessary.

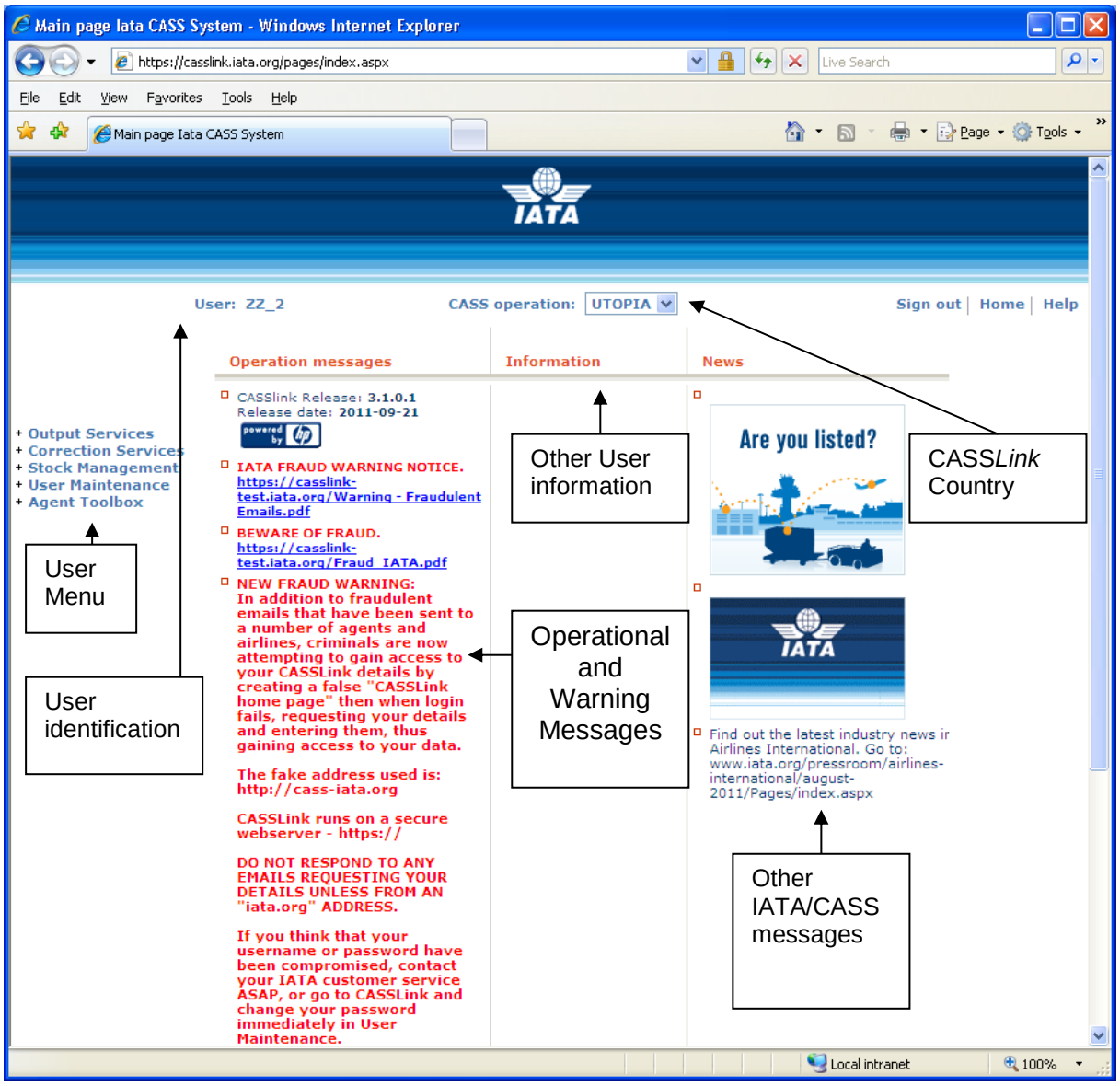
The security of Usernames and passwords is the responsibility of the User and the Agency to ensure that the billing data stored in CASS*Link* is not compromised.

1.4 CASS*Link* Log-in Screen



CASS*Link* Log-in screen

1.5 CASS*Link* Home Page



The CASS*Link* "Home" screen contains information on the following:

- Which User is logged in
- Which CASS*Link* Country is being accessed
- Any Operational Messages, such as scheduled maintenance and system downtime
- User Information, possibly more relevant to Airlines and the Customer Service Center.
- Menu options associated with the User profile.

1.6 CASS*Link* Menu

Once you have successfully entered the CASS*Link* website using your Username and Password, there are 4 menu options for the CASS*Link* User to choose. These can be found on the left-hand side of the CASS*Link* screen. These Menu options are:

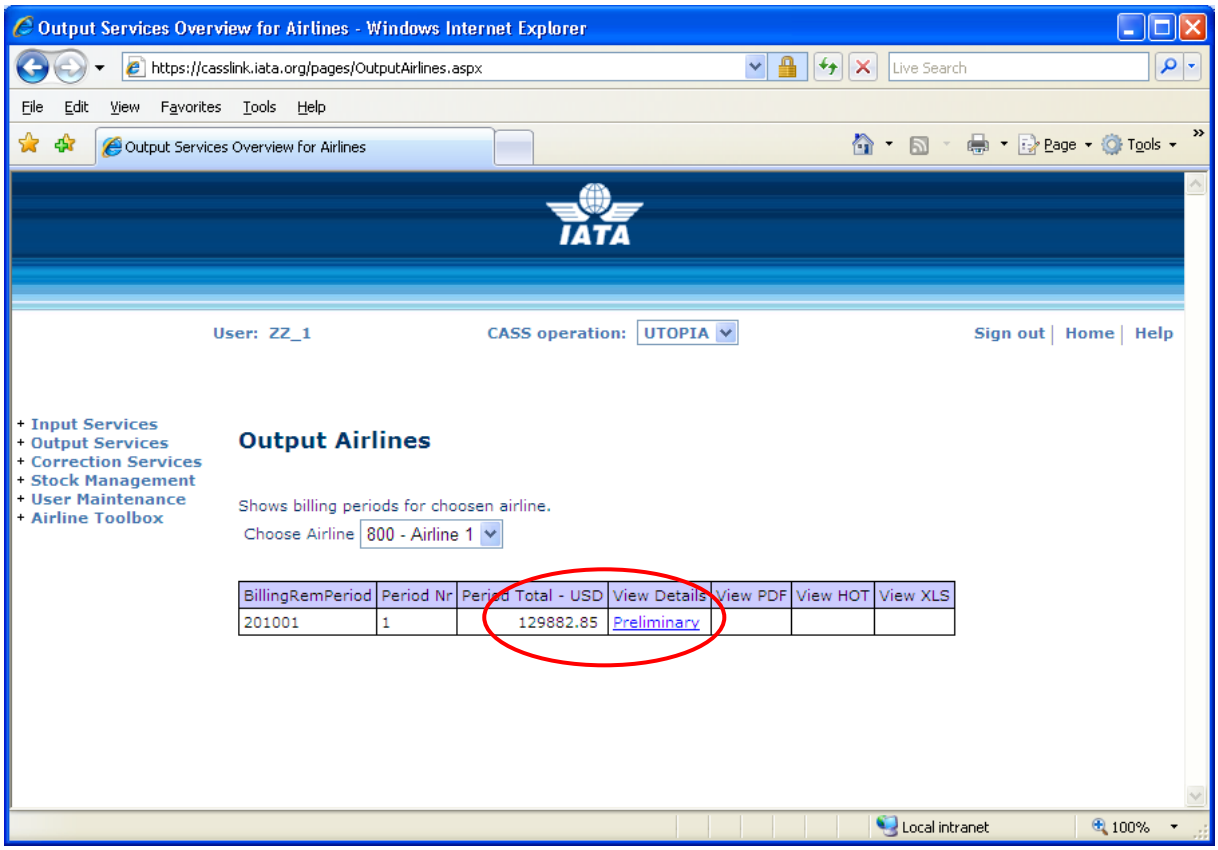
- Output Services
- Correction Services
- Stock Management
- User Maintenance
- Agent Toolbox

A “+” is displayed beside the Menu option to indicate that there are more than one action or facility available.

2. Output Services

Output Services contains two (2) sub-menu's – Output Agents and AWB History. By clicking on either the "+" symbol or the name, these sub-menu's will be displayed.

2.1 Output Agents



The Output Agents screen contains the following information:

- **CASS Operation** = Select the country required. Only used where the Agent is linked to operations in other CASS*Link* countries.
- **Choose Agent** = Will list your agent location. Where Agent/User is linked to more than one location, use the drop-down arrow to view available/linked locations.
- **Billing RemPeriod** = The Billing Period represented as YYYYPP. Refer to your CASS Reporting Timetable to see the number of Billing periods per calendar year
- **Period Nr** = The number of the Period processed. (See CASS Reporting Timetable to understand the period Number and whether it is a Billing or CorrectionPeriod.
- **Period Total – Currency** = The total amount billed for the Period in the local or CASS billing currency. This amount will be reflected in the output reports (below).

- **View Details** = Preliminary billing data loaded by Airlines for the next Billing Period to be processed (see below for more details).
- **View PDF** = Cargo Sales Invoice/Adjustment & Export Billing Statement reports produced in PDF format. Agents will need Abode Acrobat reader to open this report. Adobe Acrobat may be downloaded free from the Adobe website: http://www.adobe.com
- **View HOT** = Agent HOT (Hand-off-Tape) in a text format. Winzip is required to open these reports.
- **View XLS** = Agent Spreadsheet Report (Microsoft Excel format).

All Agent output reports produced are available in Output Agents. An Agent may view all billing reports for Billing Periods processed in CASSLink.

Storage of CASS*Link* Reports for CASS Billing Periods may vary depending on the CASS*Link* operation in your country, but will generally be between two to 4 years online and a total of ten years availability (online and external archive) to meet taxation requirements in many countries.

In View Details, Agents can view the Preliminary or projected amount to be invoiced, before the CASS*Link* reports are produced. Details can be viewed after an Airline has “uploaded” their billing data, but only after the daily (overnight) processing has been executed, with details usually available on the next working day after the billing file has been uploaded by the Airline/s.

Each CASS*Link* operation will have different timetable deadlines for the Airline upload of billing files. Check with your Customer Service Center or your CASS Reporting Timetable to see when files are due to be uploaded for the relevant CASS Billing Period.

These “Pre-billing” Details may be used to request a “Correction” (see Section 3 – Correction Services) from the Airline/s should a billing error be found. This facility could ensure that any billing errors can be found and corrected **before** report production is completed.

2.1.1 Digital Signatures

In a number of EU countries it is now a requirement under EU Directive 115, that CASS*Link* Invoices are digitally signed to ensure authenticity and security. Invoices are now being signed for:

Austria, Belgium, Bulgaria, Czech Republic, France, Germany, Hungary, Italy Netherlands, Poland, Portugal and Spain.

As a result, output is not available after Processing until the Invoices are signed.

For procedures to load the Trust Certificates into your adobe viewer application, please see Appendix C.

2.2 Output Reports

Agent Output Reporting may be in three (3) formats:

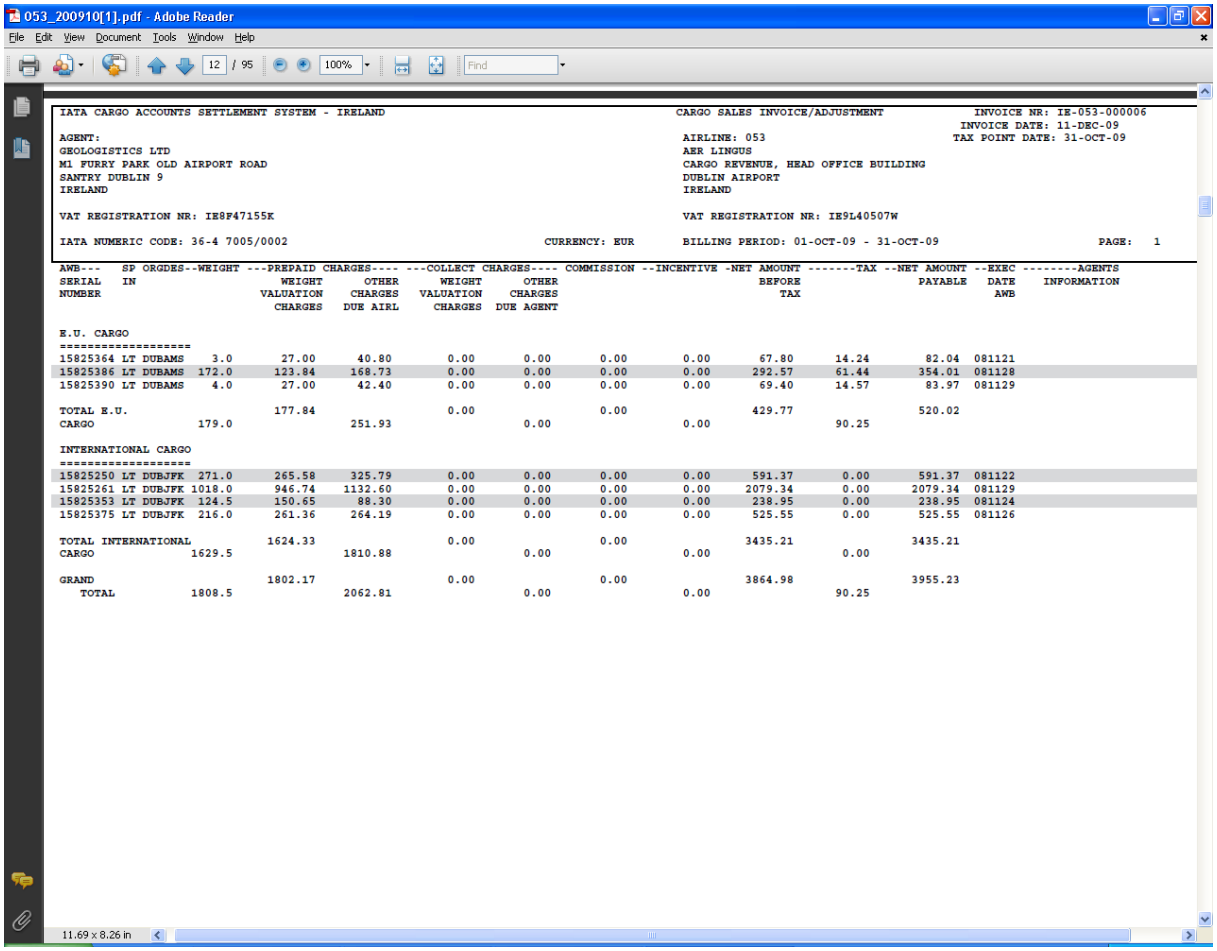
- PDF Report
- HOT File (flat or text file)
- XLS Spreadsheet

2.2.1 PDF Report

The PDF Report is the standard output report to all Agents. This may be downloaded from CASS*Link* when billing production has been run. Additionally, the Customer Service Center may email the PDF report to all Agents at the end of Billing Report Production. The Agent may nominate up to four (4) recipients to receive this Report at the completion of the CASS*Link* Report Production cycle. Advise all intended recipient email addresses to your Customer Service Center.

The Customer Service Center may also include important information or news in a “Coverpage”, at the beginning of the PDF Report. Please check these every Period.

Sample PDF Output Report - Cargo Sales Invoice/Adjustment & Export Billing Statement



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IATA CARGO ACCOUNTS SETTLEMENT SYSTEM - IRELAND

CARGO SALES INVOICE/ADJUSTMENT

INVOICE NR: IE-053-000006
INVOICE DATE: 11-DEC-09
TAX POINT DATE: 31-OCT-09

AGENT:
GEOLOGISTICS LTD
M1 FURRY PARK OLD AIRPORT ROAD
SANTRY DUBLIN 9
IRELAND

VAT REGISTRATION NR: IE8F47155K

AIRLINE: 053
AER LINGUS
CARGO REVENUE, HEAD OFFICE BUILDING
DUBLIN AIRPORT
IRELAND

VAT REGISTRATION NR: IE9L40507W

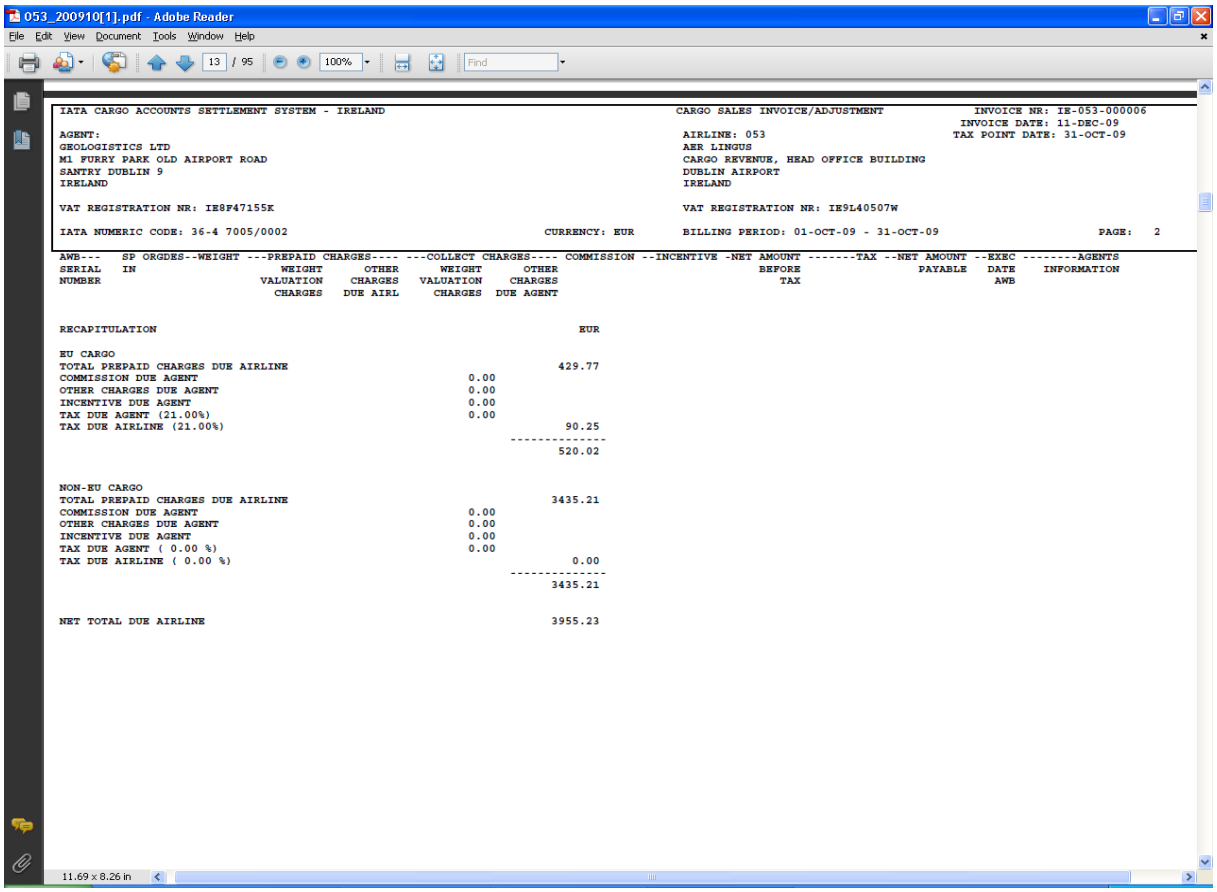
IATA NUMERIC CODE: 36-4 7005/0002 CURRENCY: EUR BILLING PERIOD: 01-OCT-09 - 31-OCT-09 PAGE: 1

AWB--- SERIAL NUMBER	SP IN	ORGDES	--WEIGHT	---PREPAID CHARGES---- WEIGHT VALUATION CHARGES	OTHER CHARGES DUE AIRL	---COLLECT CHARGES---- WEIGHT VALUATION CHARGES	OTHER CHARGES DUE AGENT	COMMISSION	--INCENTIVE	-NET AMOUNT BEFORE TAX	-------TAX	--NET AMOUNT PAYABLE	--EXEC DATE AWB	--------AGENTS INFORMATION
E.U. CARGO														
15825364	LT	DUBAMS	3.0	27.00	40.80	0.00	0.00	0.00	0.00	67.80	14.24	82.04	081121	
15825386	LT	DUBAMS	172.0	123.84	168.73	0.00	0.00	0.00	0.00	292.57	61.44	354.01	081128	
15825390	LT	DUBAMS	4.0	27.00	42.40	0.00	0.00	0.00	0.00	69.40	14.57	83.97	081129	
TOTAL E.U. CARGO			179.0	177.84	251.93	0.00	0.00	0.00	0.00	429.77	90.25	520.02		
INTERNATIONAL CARGO														
15825250	LT	DUBJFK	271.0	265.58	325.79	0.00	0.00	0.00	0.00	591.37	0.00	591.37	081122	
15825261	LT	DUBJFK	1018.0	946.74	1132.60	0.00	0.00	0.00	0.00	2079.34	0.00	2079.34	081129	
15825353	LT	DUBJFK	124.5	150.65	88.30	0.00	0.00	0.00	0.00	238.95	0.00	238.95	081124	
15825375	LT	DUBJFK	216.0	261.36	264.19	0.00	0.00	0.00	0.00	525.55	0.00	525.55	081126	
TOTAL INTERNATIONAL CARGO			1629.5	1624.33	1810.88	0.00	0.00	0.00	0.00	3435.21	0.00	3435.21		
GRAND TOTAL			1808.5	1802.17	2062.81	0.00	0.00	0.00	0.00	3864.98	90.25	3955.23		

11.69 x 8.26 in

The Cargo Sales Invoice/Adjustment report shows all Air Waybills and correction documents (CCA or DCM) billed by each Airline. Each Airline is reported separately.

At the end of each Invoice a Recapitulation of the billing details is produced.



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IATA CARGO ACCOUNTS SETTLEMENT SYSTEM - IRELAND

CARGO SALES INVOICE/ADJUSTMENT

INVOICE NR: IE-053-000006
INVOICE DATE: 11-DEC-09
TAX POINT DATE: 31-OCT-09

AGENT:
GEOLOGISTICS LTD
M1 FURRY PARK OLD AIRPORT ROAD
SANTRY DUBLIN 9
IRELAND

AIRLINE: 053
AER LINGUS
CARGO REVENUE, HEAD OFFICE BUILDING
DUBLIN AIRPORT
IRELAND

VAT REGISTRATION NR: IE8F47155K

VAT REGISTRATION NR: IE9L40507W

IATA NUMERIC CODE: 36-4 7005/0002

CURRENCY: EUR

BILLING PERIOD: 01-OCT-09 - 31-OCT-09

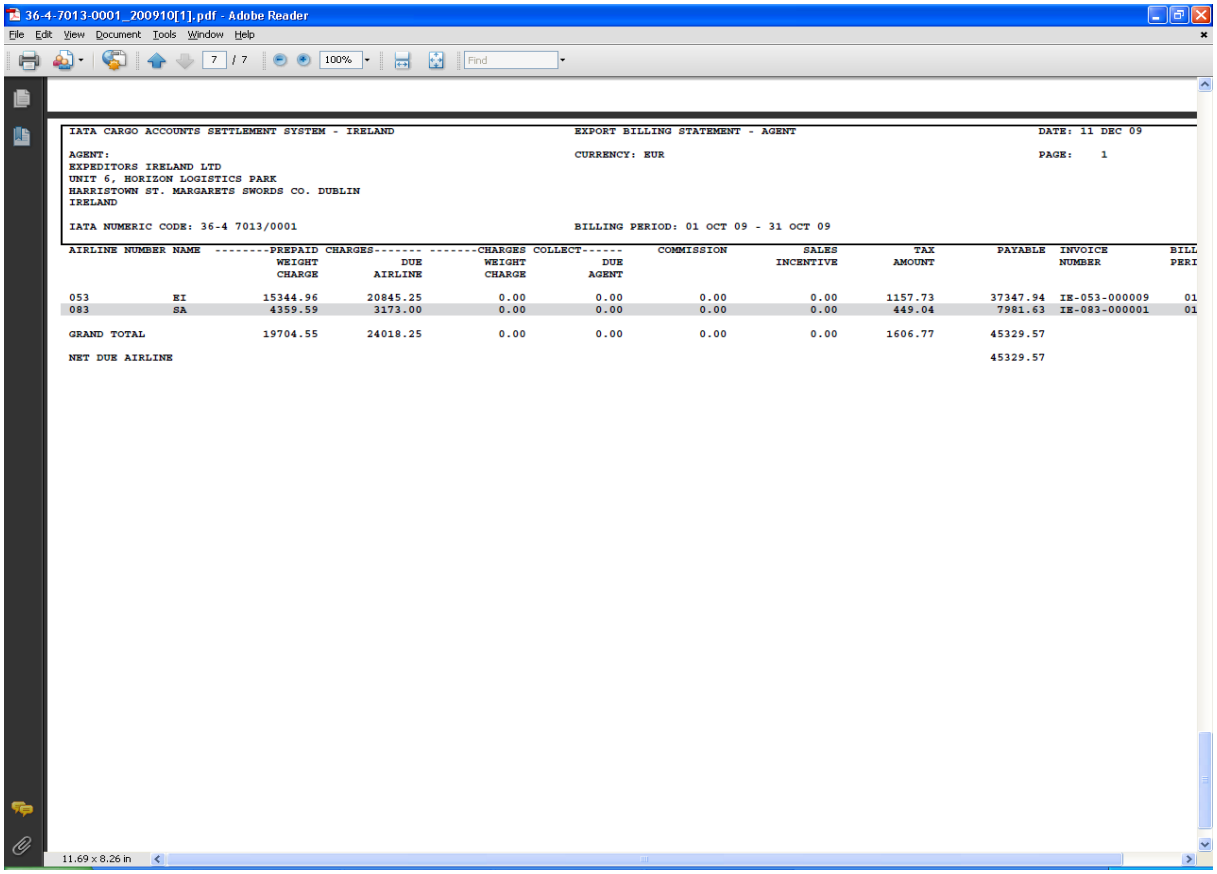
PAGE: 2

AWB--- SERIAL NUMBER	SP ORGDES--WEIGHT IN	---PREPAID CHARGES---- WEIGHT VALUATION CHARGES	OTHER CHARGES DUE AIRL	---COLLECT CHARGES---- WEIGHT VALUATION CHARGES	OTHER CHARGES DUE AGENT	COMMISSION	--INCENTIVE	-NET AMOUNT BEFORE TAX	-------TAX	--NET AMOUNT PAYABLE	--EXEC DATE AWB	--------AGENTS INFORMATION

RECAPITULATION

		EUR
EU CARGO		
TOTAL PREPAID CHARGES DUE AIRLINE		429.77
COMMISSION DUE AGENT	0.00	
OTHER CHARGES DUE AGENT	0.00	
INCENTIVE DUE AGENT	0.00	
TAX DUE AGENT (21.00%)	0.00	
TAX DUE AIRLINE (21.00%)		90.25
		520.02
NON-EU CARGO		
TOTAL PREPAID CHARGES DUE AIRLINE		3435.21
COMMISSION DUE AGENT	0.00	
OTHER CHARGES DUE AGENT	0.00	
INCENTIVE DUE AGENT	0.00	
TAX DUE AGENT (0.00 %)	0.00	
TAX DUE AIRLINE (0.00 %)		0.00
		3435.21
NET TOTAL DUE AIRLINE		3955.23

Sample PDF Output - Export Billing Statement



36-4-7013-0001_200910[1].pdf - Adobe Reader

IATA CARGO ACCOUNTS SETTLEMENT SYSTEM - IRELAND

EXPORT BILLING STATEMENT - AGENT

DATE: 11 DEC 09

AGENT:
EXPEDITORS IRELAND LTD
UNIT 6, HORIZON LOGISTICS PARK
HARRISTOWN ST. MARGARETS SWORDS CO. DUBLIN
IRELAND

CURRENCY: EUR

PAGE: 1

IATA NUMERIC CODE: 36-4 7013/0001

BILLING PERIOD: 01 OCT 09 - 31 OCT 09

AIRLINE NUMBER	NAME	--------PREPAID CHARGES------- WEIGHT CHARGE	DUE AIRLINE	-------CHARGES COLLECT------ WEIGHT CHARGE	DUE AGENT	COMMISSION	SALES INCENTIVE	TAX AMOUNT	PAYABLE	INVOICE NUMBER	BILL PERI
053	EI	15344.96	20845.25	0.00	0.00	0.00	0.00	1157.73	37347.94	IE-053-000009	01
083	SA	4359.59	3173.00	0.00	0.00	0.00	0.00	449.04	7981.63	IE-083-000001	01
GRAND TOTAL		19704.55	24018.25	0.00	0.00	0.00	0.00	1606.77	45329.57		
NET DUE AIRLINE									45329.57		

The Export Billing Statement provides a summary of amounts owed to or from all Airlines for the Billing Period. The total amount due to or from Airlines for the Billing Period is shown as “Net Due Airlines” or “Net Due Agent” at the bottom of the report.

2.2.2 HOT File

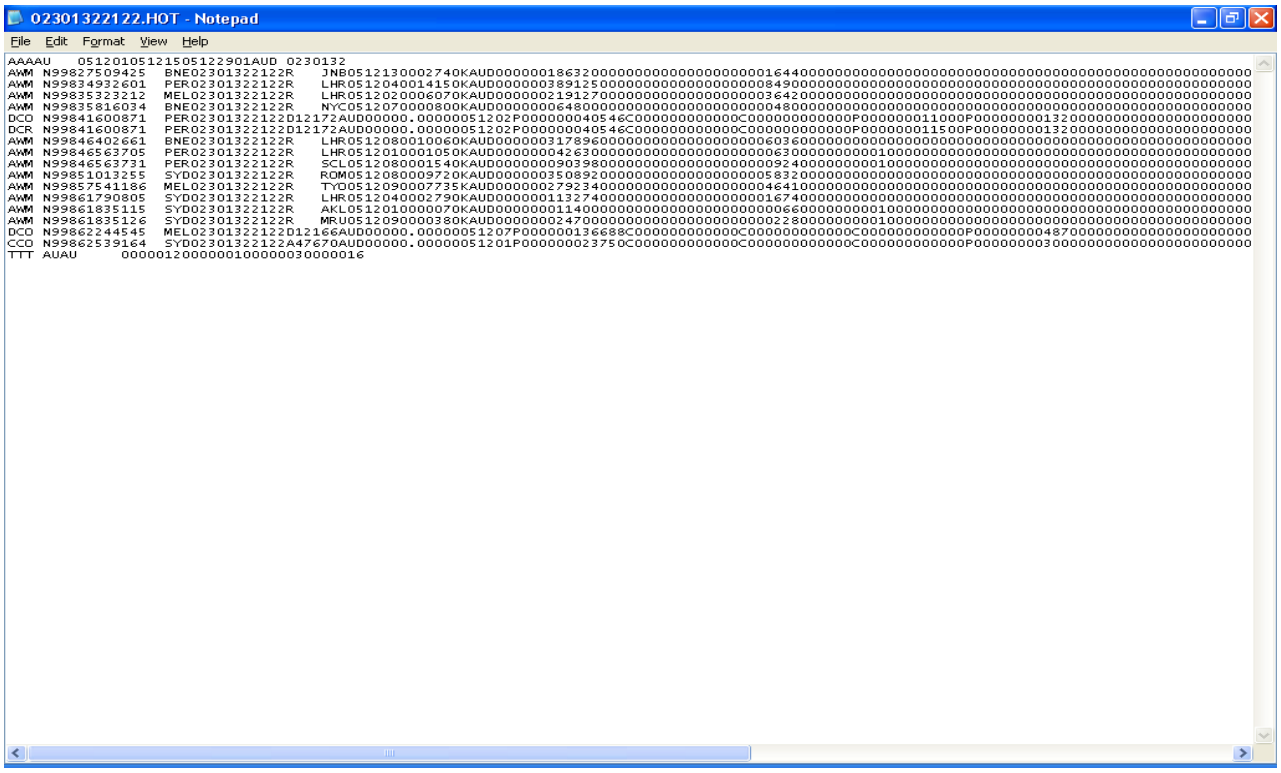
The Hand Off Tape (HOT) is so called because originally, this file was made available to users on a magnetic tape or floppy disk. The term has stuck and the universal generic term for the flat or text (.txt) billing file is HOT file.

The HOT file is used by agents and airlines to reconcile the billing data in their accounting systems.

Agents must subscribe to this report service. The cost will vary. Please consult your Customer Service Center for more details of the charges.

The HOT file can be emailed to a nominated email address (advise your Customer Service Center), or downloaded from CASS*Link* as a “Zipped” file. The HOT file itself has a file extension name of .HOT. To view this, open the file using Microsoft Notepad or a similar program.

The resulting HOT file output contains a string of data as below:

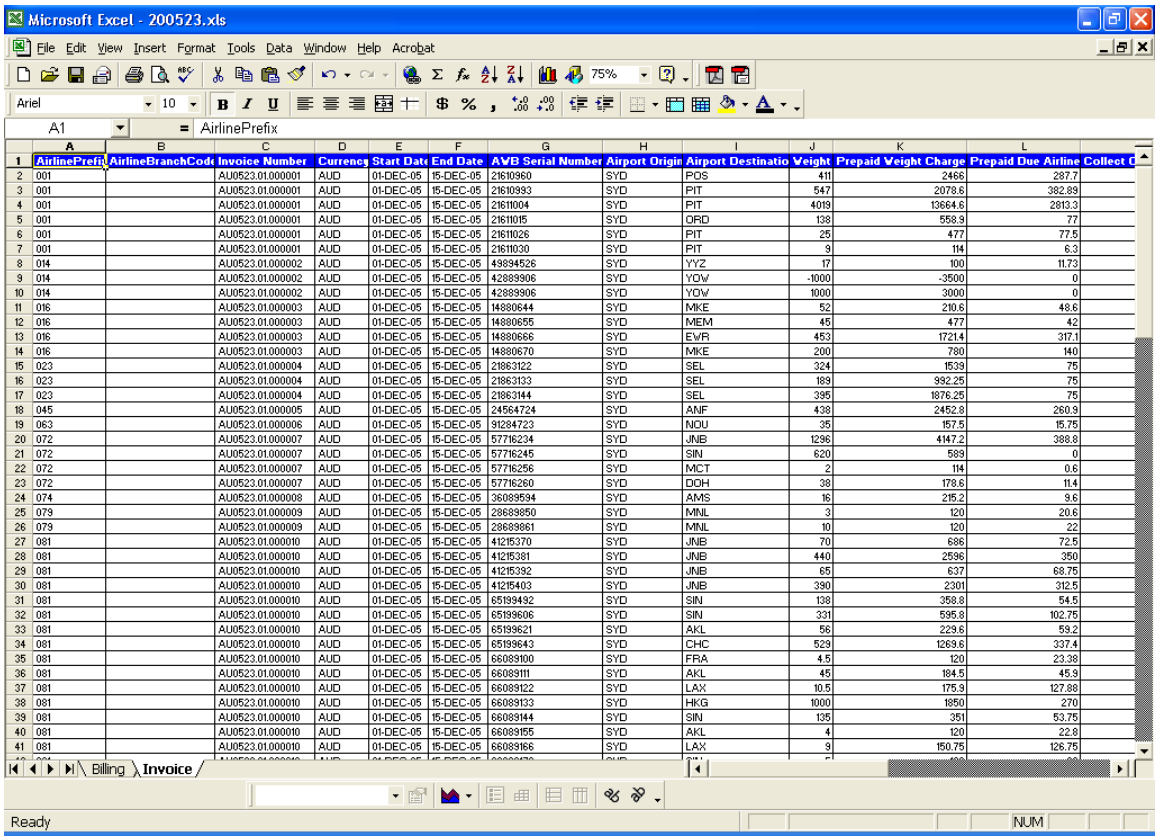


```
02301322122.HOT - Notepad
File  Edit  Format  View  Help
AAAAU    05120105121505122901AUD 0230132
AWM N99827509425   BNE02301322122R    JNB0512130002740KAUD00000018632000000000000000000016440000000000000000000000000000000000000000000000000000
AWM N99834932601   PER02301322122R    LHR0512040014150KAUD00000038912500000000000000000008490000000000000000000000000000000000000000000000000000
AWM N99835323212   MEL02301322122R    LHR0512020006070KAUD00000021912700000000000000000003642000000000000000000000000000000000000000000000000000
AWM N99835816034   BNE02301322122R    NYC0512070000800KAUD00000006480000000000000000000004800000000000000000000000000000000000000000000000000000
DCO N99841600871   PER02301322122D12172AUD00000.00000051202P000000040546C000000000000C000000000000P000000011000P000000001320000000000000000000000
DCR N99841600871   PER02301322122D12172AUD00000.00000051202P000000040546C000000000000C000000000000P000000011500P000000001320000000000000000000000
AWM N99846402661   BNE02301322122R    LHR0512080010060KAUD00000031789600000000000000000006036000000000000000000000000000000000000000000000000000
AWM N99846563705   PER02301322122R    LHR0512010001050KAUD00000004263000000000000000000006300000000010000000000000000000000000000000000000000000
AWM N99846563731   PER02301322122R    SCL0512080001540KAUD00000009039800000000000000000000924000000000100000000000000000000000000000000000000000
AWM N99851013255   SYD02301322122R    ROM0512080009720KAUD00000035089200000000000000000000583200000000000000000000000000000000000000000000000000
AWM N99857541186   MEL02301322122R    TYO0512090007735KAUD00000027923400000000000000000000464100000000000000000000000000000000000000000000000000
AWM N99861790805   SYD02301322122R    LHR0512040002790KAUD00000011327400000000000000000000167400000000000000000000000000000000000000000000000000
AWM N99861835115   SYD02301322122R    AKL0512010000070KAUD00000001140000000000000000000000066000000000100000000000000000000000000000000000000000
AWM N99861835126   SYD02301322122R    MRU0512090000380KAUD00000002470000000000000000000000228000000000100000000000000000000000000000000000000000
DCO N99862244545   MEL02301322122D12166AUD00000.00000051207P000000136688C000000000000C000000000000C000000000000P000000004870000000000000000000000
CCO N99862539164   SYD02301322122A47670AUD00000.00000051201P000000023750C000000000000C000000000000C000000000000P000000003000000000000000000000000
TTT AUAU      00000120000001000000300000016
```

Your Customer Service Center can assist with the interpretation of the data fields in this file. In addition, the CASS Technical Specifications Handbook may be purchased from IATA (www.iataonline.com) to further assist your technical staff. This is a compressed (zipped) file. Winzip is therefore required to open this file. To obtain a copy of Winzip, go to www.winzip.com.

2.2.3 XLS File

In addition to the PDF and HOT files, a spreadsheet ".xls" (Microsoft Excel format) report is also available to agents that want to subscribe to receive this report. Please consult your Customer Service Center for more details of the charge for this report.



Microsoft Excel - 200523.xls

A1 = AirlinePrefix

	A	B	C	D	E	F	G	H	I	J	K	L	
1	AirlinePrefi	AirlineBranchCode	Invoice Number	Currency	Start Date	End Date	AWB Serial Number	Airport Origin	Airport Destinatio	Weight	Prepaid Weight Charge	Prepaid Due Airline	Collect C
2	001		AU0523.01.000001	AUD	01-DEC-05	15-DEC-05	21610960	SYD	POS	411	2468	287.7	
3	001		AU0523.01.000001	AUD	01-DEC-05	15-DEC-05	21610993	SYD	PIT	547	2078.6	382.89	
4	001		AU0523.01.000001	AUD	01-DEC-05	15-DEC-05	21611004	SYD	PIT	4019	13664.6	2813.3	
5	001		AU0523.01.000001	AUD	01-DEC-05	15-DEC-05	21611015	SYD	ORD	138	558.9	77	
6	001		AU0523.01.000001	AUD	01-DEC-05	15-DEC-05	21611026	SYD	PIT	25	477	77.5	
7	001		AU0523.01.000001	AUD	01-DEC-05	15-DEC-05	21611030	SYD	PIT	9	114	6.3	
8	014		AU0523.01.000002	AUD	01-DEC-05	15-DEC-05	43894526	SYD	YYZ	17	100	11.73	
9	014		AU0523.01.000002	AUD	01-DEC-05	15-DEC-05	42889906	SYD	YOW	-1000	-3500	0	
10	014		AU0523.01.000002	AUD	01-DEC-05	15-DEC-05	42889906	SYD	YOW	1000	3000	0	
11	016		AU0523.01.000003	AUD	01-DEC-05	15-DEC-05	14880644	SYD	MKE	52	210.6	48.6	
12	016		AU0523.01.000003	AUD	01-DEC-05	15-DEC-05	14880655	SYD	MEM	45	477	42	
13	016		AU0523.01.000003	AUD	01-DEC-05	15-DEC-05	14880666	SYD	EWR	453	1721.4	317.1	
14	016		AU0523.01.000003	AUD	01-DEC-05	15-DEC-05	14880670	SYD	MKE	200	780	140	
15	023		AU0523.01.000004	AUD	01-DEC-05	15-DEC-05	21863122	SYD	SEL	324	1539	75	
16	023		AU0523.01.000004	AUD	01-DEC-05	15-DEC-05	21863133	SYD	SEL	189	992.25	75	
17	023		AU0523.01.000004	AUD	01-DEC-05	15-DEC-05	21863144	SYD	SEL	395	1876.25	75	
18	045		AU0523.01.000005	AUD	01-DEC-05	15-DEC-05	24564724	SYD	ANF	438	2452.8	260.9	
19	063		AU0523.01.000006	AUD	01-DEC-05	15-DEC-05	91284723	SYD	NOU	35	157.5	15.75	
20	072		AU0523.01.000007	AUD	01-DEC-05	15-DEC-05	57716234	SYD	JNB	1296	4147.2	388.8	
21	072		AU0523.01.000007	AUD	01-DEC-05	15-DEC-05	57716245	SYD	SIN	620	589	0	
22	072		AU0523.01.000007	AUD	01-DEC-05	15-DEC-05	57716256	SYD	MCT	2	114	0.6	
23	072		AU0523.01.000007	AUD	01-DEC-05	15-DEC-05	57716260	SYD	DOH	38	178.6	11.4	
24	074		AU0523.01.000008	AUD	01-DEC-05	15-DEC-05	36089594	SYD	AMS	16	215.2	9.6	
25	079		AU0523.01.000009	AUD	01-DEC-05	15-DEC-05	28689850	SYD	MNL	3	120	20.6	
26	079		AU0523.01.000009	AUD	01-DEC-05	15-DEC-05	28689861	SYD	MNL	10	120	22	
27	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	41215370	SYD	JNB	70	686	72.5	
28	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	41215381	SYD	JNB	440	2596	350	
29	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	41215392	SYD	JNB	65	637	68.75	
30	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	41215403	SYD	JNB	390	2301	312.5	
31	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	65199492	SYD	SIN	138	358.8	54.5	
32	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	65199606	SYD	SIN	331	595.8	102.75	
33	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	65199621	SYD	AKL	56	229.6	59.2	
34	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	65199643	SYD	CHC	529	1269.6	337.4	
35	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	66089100	SYD	FRA	4.5	120	23.38	
36	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	66089111	SYD	AKL	45	184.5	45.9	
37	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	66089122	SYD	LAX	10.5	175.9	127.88	
38	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	66089133	SYD	HKG	1000	1850	270	
39	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	66089144	SYD	SIN	135	351	53.75	
40	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	66089155	SYD	AKL	4	120	22.8	
41	081		AU0523.01.000010	AUD	01-DEC-05	15-DEC-05	66089166	SYD	LAX	9	150.75	126.75	

Billing | Invoice

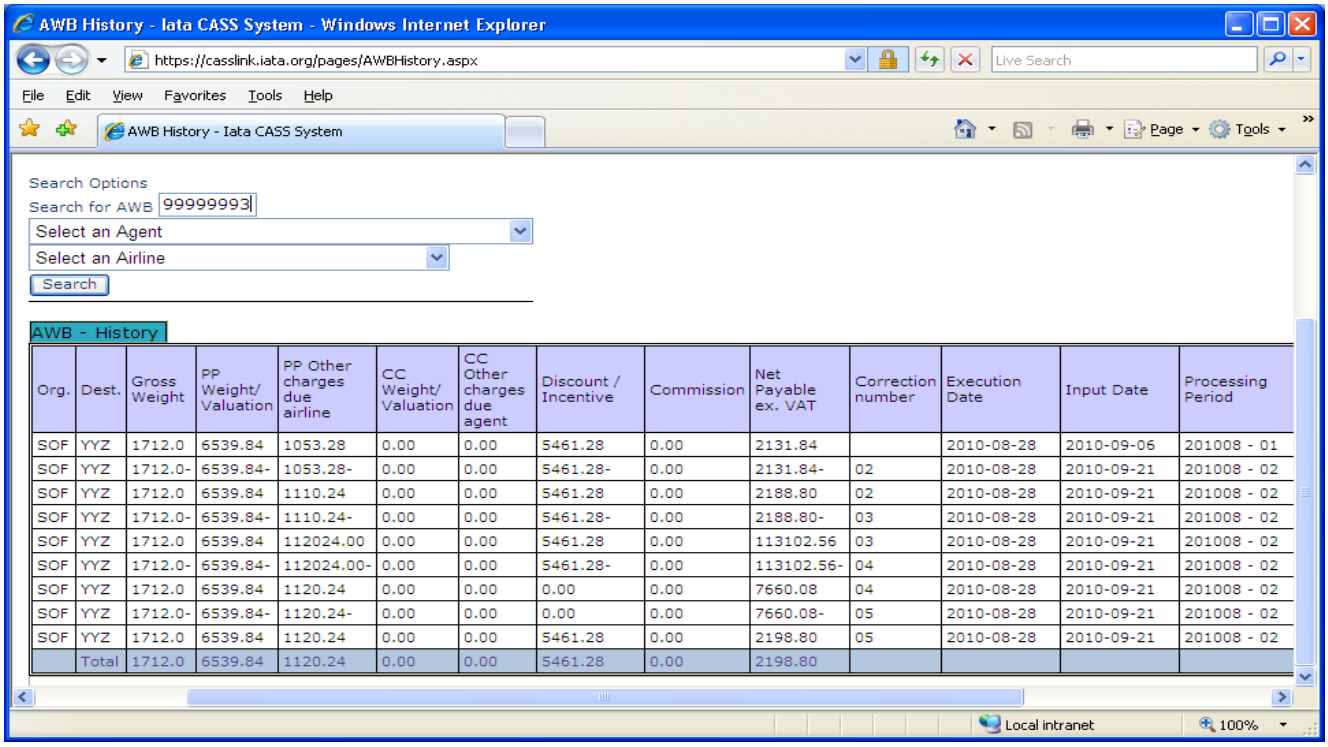
Ready NUM

The .xls report contains Billing and Invoice summaries for the requested location. The xls report output may vary in different countries. Some spreadsheets contain output for all branch locations, while others will report transactions for the selected branches only. Ask your Customer Service Center for details of the spreadsheet reports available in your country.

The XLS report is not emailed to subscribers and therefore must be downloaded directly from CASS*Link* each Period.

2.3 AWB History

The billing history of any Air Waybill processed in CASS*Link* can be searched via “AWB History”.



Org.	Dest.	Gross Weight	PP Weight/ Valuation	PP Other charges due airline	CC Weight/ Valuation	CC Other charges due agent	Discount / Incentive	Commission	Net Payable ex. VAT	Correction number	Execution Date	Input Date	Processing Period
SOF	YYZ	1712.0	6539.84	1053.28	0.00	0.00	5461.28	0.00	2131.84		2010-08-28	2010-09-06	201008 - 01
SOF	YYZ	1712.0-	6539.84-	1053.28-	0.00	0.00	5461.28-	0.00	2131.84-	02	2010-08-28	2010-09-21	201008 - 02
SOF	YYZ	1712.0	6539.84	1110.24	0.00	0.00	5461.28	0.00	2188.80	02	2010-08-28	2010-09-21	201008 - 02
SOF	YYZ	1712.0-	6539.84-	1110.24-	0.00	0.00	5461.28-	0.00	2188.80-	03	2010-08-28	2010-09-21	201008 - 02
SOF	YYZ	1712.0	6539.84	112024.00	0.00	0.00	5461.28	0.00	113102.56	03	2010-08-28	2010-09-21	201008 - 02
SOF	YYZ	1712.0-	6539.84-	112024.00-	0.00	0.00	5461.28-	0.00	113102.56-	04	2010-08-28	2010-09-21	201008 - 02
SOF	YYZ	1712.0	6539.84	1120.24	0.00	0.00	0.00	0.00	7660.08	04	2010-08-28	2010-09-21	201008 - 02
SOF	YYZ	1712.0-	6539.84-	1120.24-	0.00	0.00	0.00	0.00	7660.08-	05	2010-08-28	2010-09-21	201008 - 02
SOF	YYZ	1712.0	6539.84	1120.24	0.00	0.00	5461.28	0.00	2198.80	05	2010-08-28	2010-09-21	201008 - 02
	Total	1712.0	6539.84	1120.24	0.00	0.00	5461.28	0.00	2198.80				

Enter the serial number of the AWB. Select the Airline and then click “Search”.

CASS*Link* will then search the database to find the record.

The record is then displayed and contains the following details:

- *Port of Origin*
- *Destination port*
- *Gross Weight* – may be Chargeable weight, depending on the value entered
- *Pre-Paid Weight and Valuation charges* – both charges combined
- *Pre-Paid Other Charges due Airline*
- *Charges Collect Weight and Valuation charges* – both charges combined
- *Charges Collect Other Charges due Airline*
- *Discount/Incentive* – based on Net/Net Sales amount
- *Commission* – if payable by the Airline
- *Net Payable ex VAT* – total amount due to Airline/Agent
- *Correction Number – where a correction document has been processed*
- *Execution Date – of Air Waybill*

- *Input Date* – date document input by Airline
- *Processing Period* – CASS Billing Period. May be “Correction” period
- *Airline*
- *Agent* – Correction processing may be effected to different Agents

Where a Correction has been processed, the Total at the bottom of the report will show the net values paid by/to the Agent for the AWB after addition or deduction of correction values.

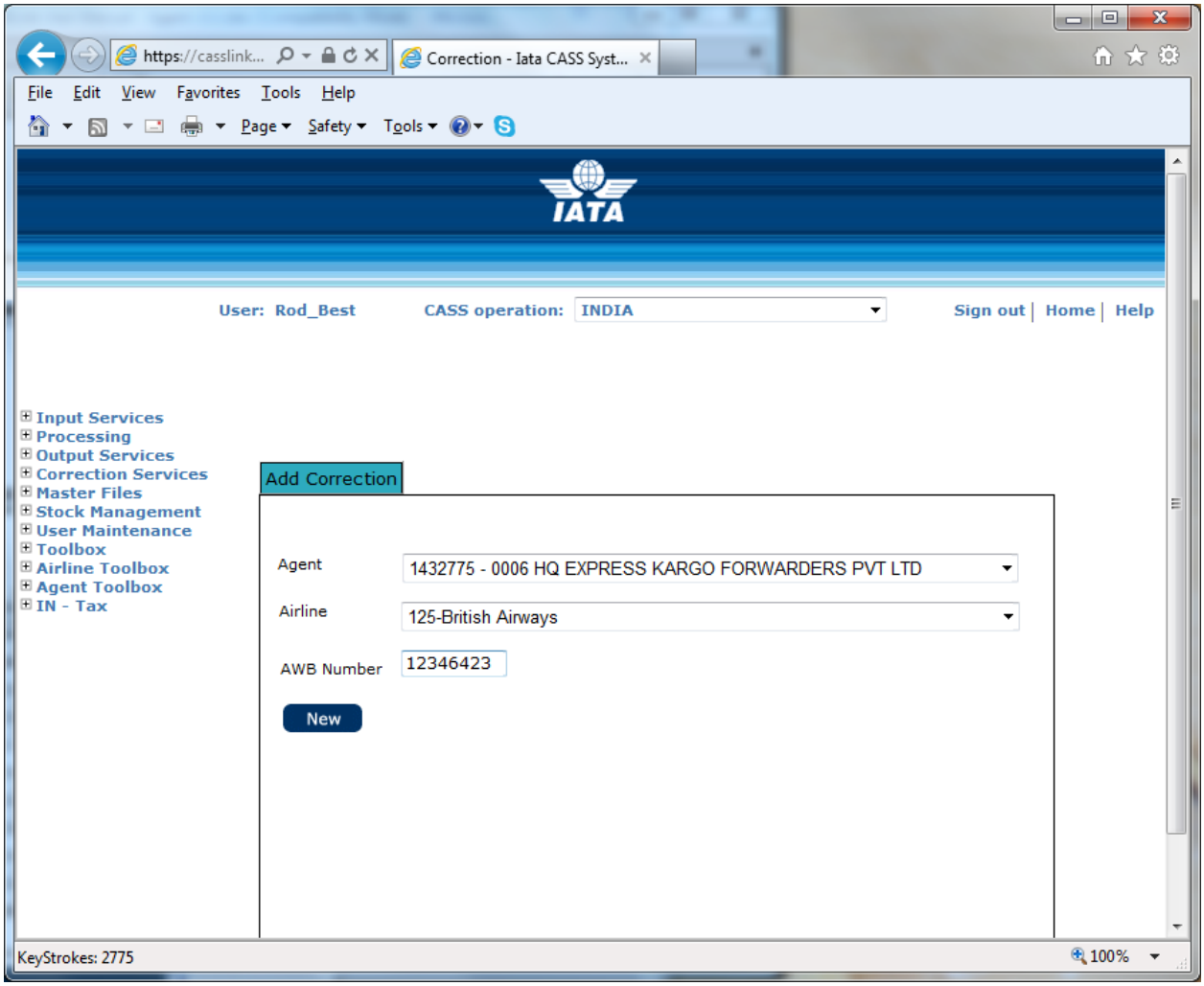
3. Correction Services

3.1 Add Correction

In CASS*Link* there is the facility for Agents to request a “Correction” online to the Airline.

Procedure:

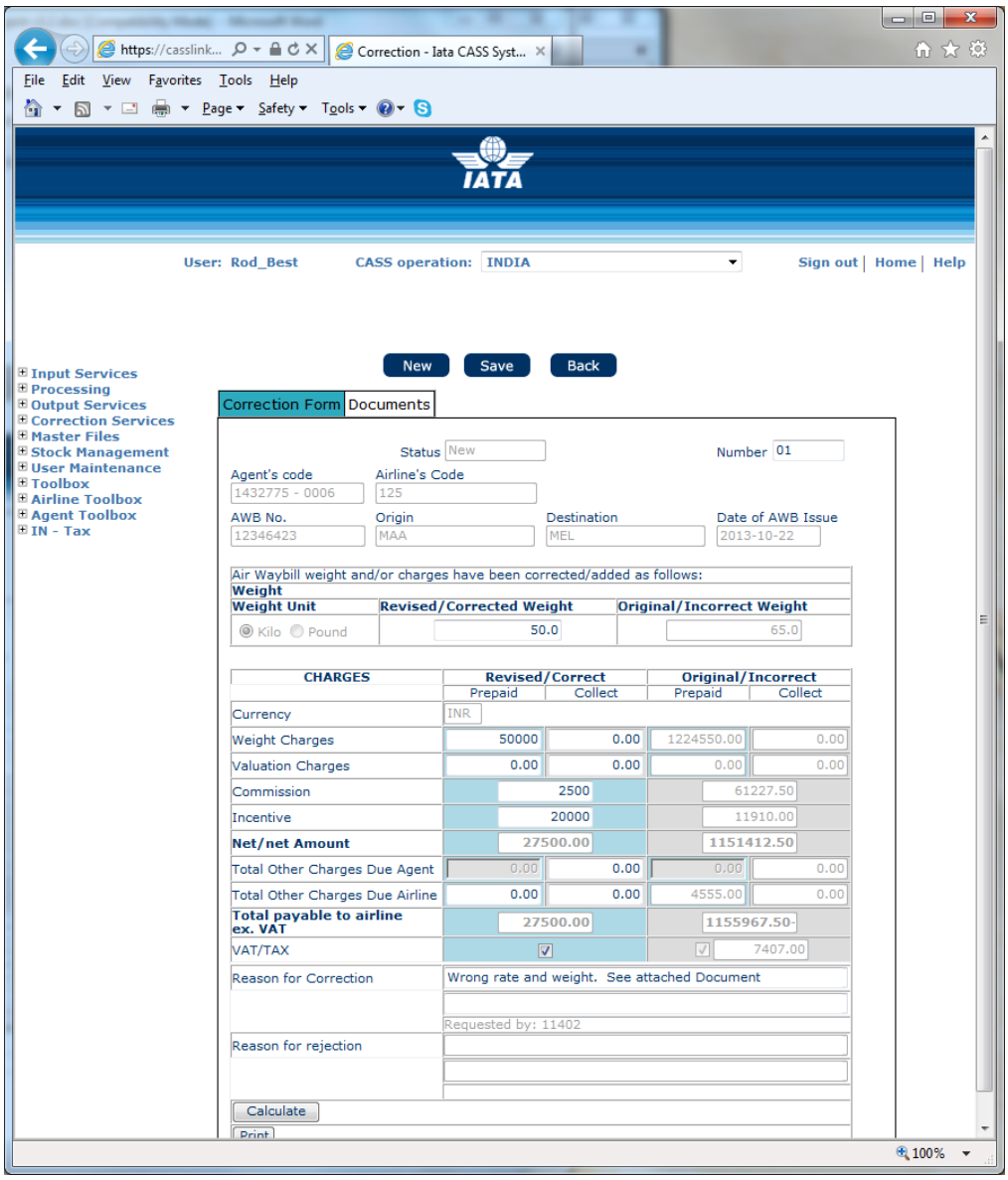
- Go to Menu - Correction Services
- Select Add Correction
- Select your Agent code from the drop-down list
- Select the Airline from the drop-down list
- Enter the AWB Serial number
- Click the “New” button



The details of the Air Waybill as billed in CASS*Link* will automatically be displayed on the electronic DCM in the Original/Incorrect sections (right-hand side). Note that the Original/Incorrect amounts are a reversal of the Original AWB Billing, or previous Correction.

The Revised/Correct details must be entered correctly before the correction will be accepted by CASS*Link*:

- Weight
- Weight & Valuation Charges
- Charges Due Agent (Collect only)
- Charges Due Airline
- Reason for Correction



If an error is made when entering the correction, click on the BACK button at the top of the correction form and start the correction again.

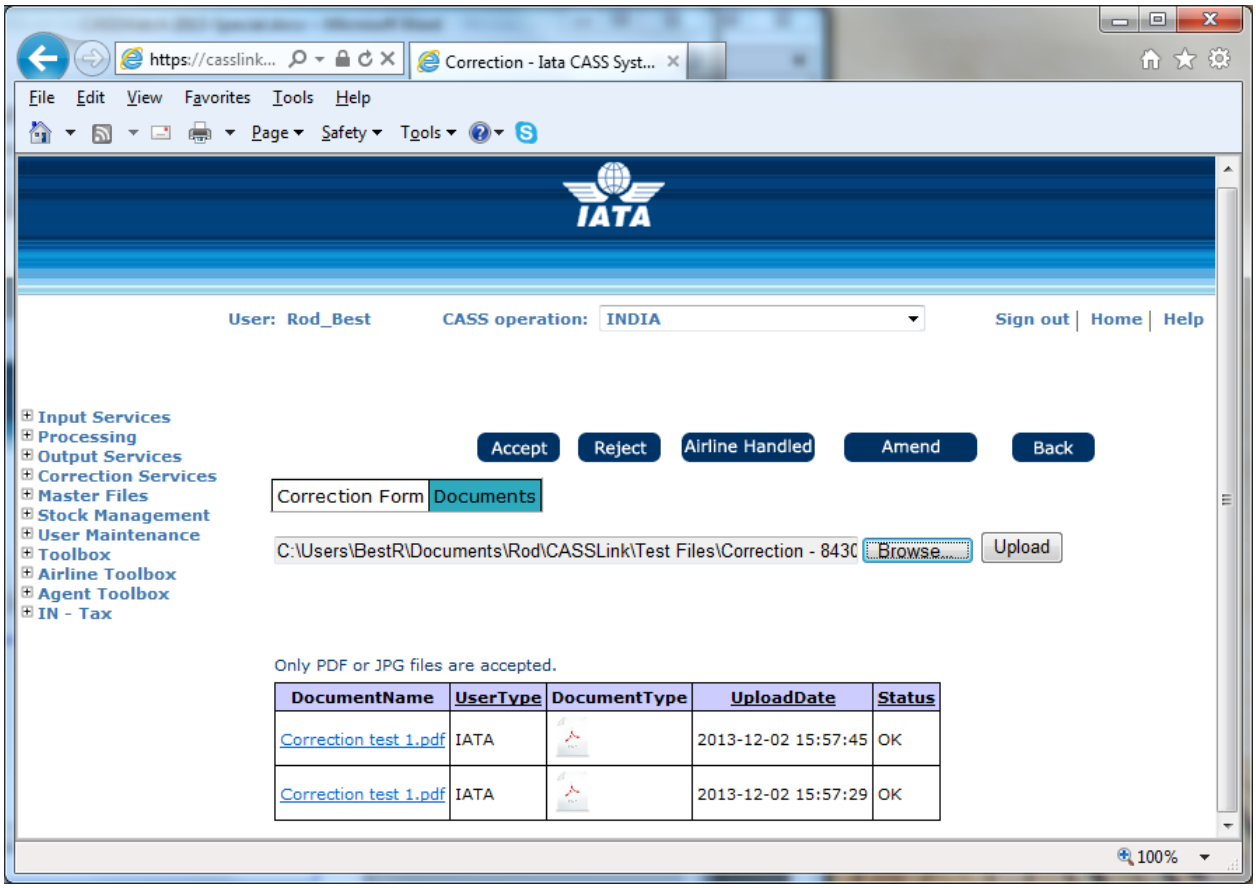
When the entry is correct, click “Save” button at top of screen. After clicking “Save”, the message: “**Correction was successfully updated**.“ will be displayed at the top of the correction screen.

The Correction must now be Accepted, Rejected, Amended or Airline Handled by the Airline on which the Correction has been requested.

Only the affected Airline may action an online correction. An Agent may only “request” or “Add” a correction, but the responsibility for the acceptance or rejection of all online corrections lies entirely with the Airline concerned.

3.1.1 Add Supporting Document

After Saving the Correction Requests, a supporting document may be attached to the Correction.



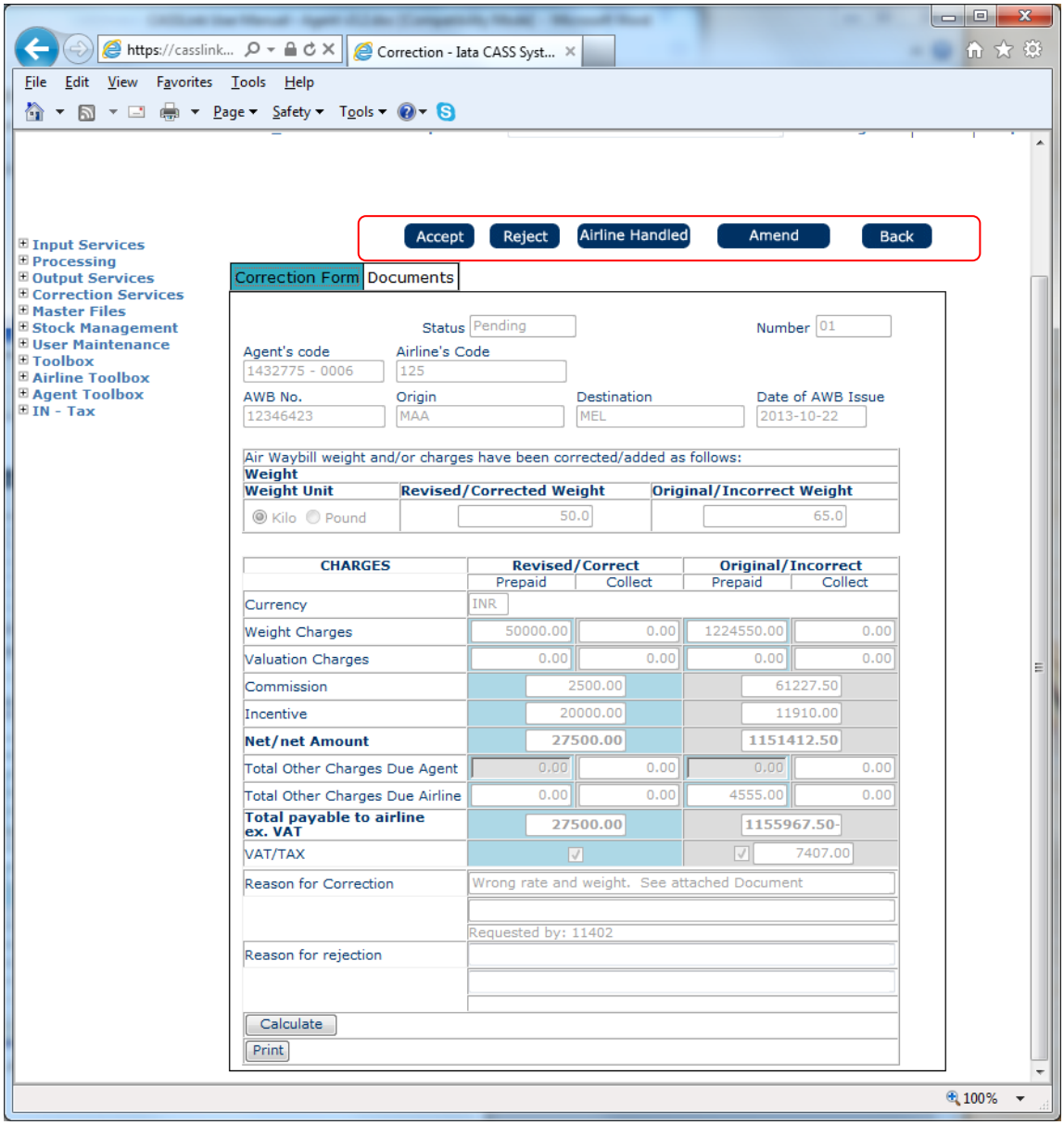
Process:

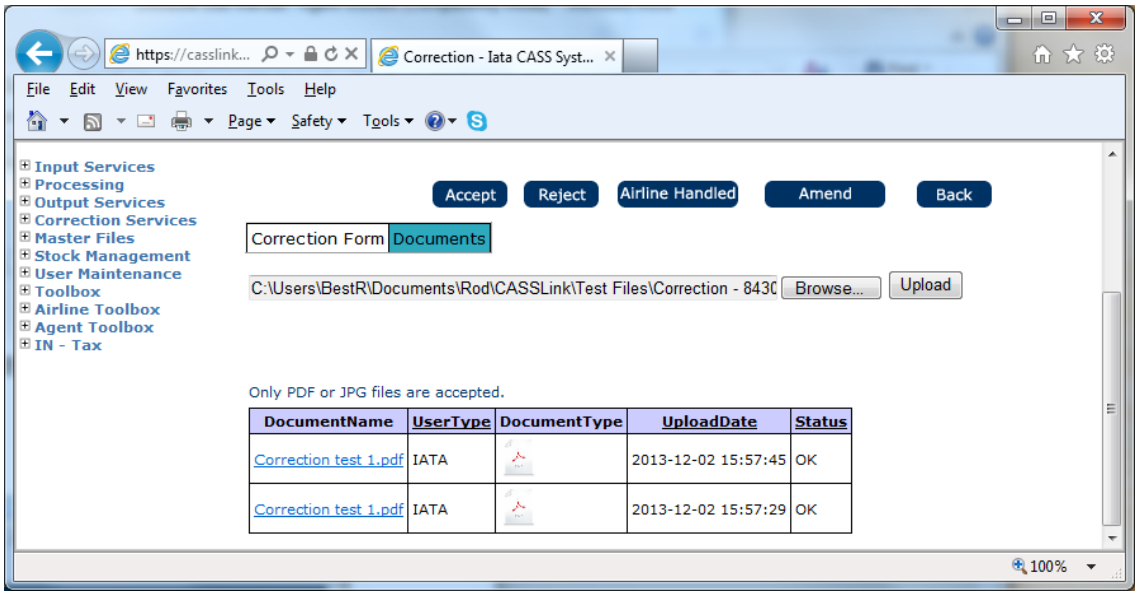
- Go to Add Correction and create the correction as per 3.1 above. (Where the Agent or Airline is attaching a supporting document, it is recommended that they use the Comments box to advise the presence of an attached document.)
- Save the Correction. Note that documents cannot be attached until the Correction has been “Saved”.
- Select the Documents Tab
- Select “Browse” for file to be attached, then “Upload”. Supported document formats are PDF or JPG. Documents that are too large may not be accepted for upload.

Multiple documents may be Uploaded to the Correction Request.

Where a Document has been added by the Airline or Agent when the Correction Request has been saved, the other party may attach additional documents that are then available for review.

Sample Airline Correction pages.





3.2 Correction Auto-Approval

Changes to Resolution 801r & 801re where adopted provide for CASS*Link* to “auto-approve” correction entered by an Agent that have not been “actioned” by an Airline.

The basis for auto-approval is that a correction request must be entered online into CASS*Link* prior to a “Query Cut-Off” date. Where an agent enters a correction request prior to the Query Cut-Off date, the request will be automatically approved by CASSLink if the Airline does not select Accept, Reject, Amend or Airline Handle.

If a Correction Request is entered after the Query Cut-Off date, the correction cannot be auto-approved for the current Correction Period. It may be included in the current correction period only if the Airline Accepts the correction or selects Airline Handled and loads the correction documents via a billing input file.

An Airline can review and reverse (correct) and auto-approved correction at any future Period if, after reviewing their billing statements and invoices they believe that a correction was incorrect.

The Query Cut-Off date only applies to corrections loaded for the current Correction Period. A correction request may be entered by an Agent at any time and normal business practice and “Aging” rules still apply.

The changes have resulted in the following:

- An Agent “Query Cut-off” date
- An Airline “Response” date
- Auto-Approval of Agent online Correction Requests
- Correction Periods in all Operations

On CASS Reporting Calendars now include an Agent “Query Cut-off date” and an Airline Query Response date (usually the same as the Correction Period Processing date).

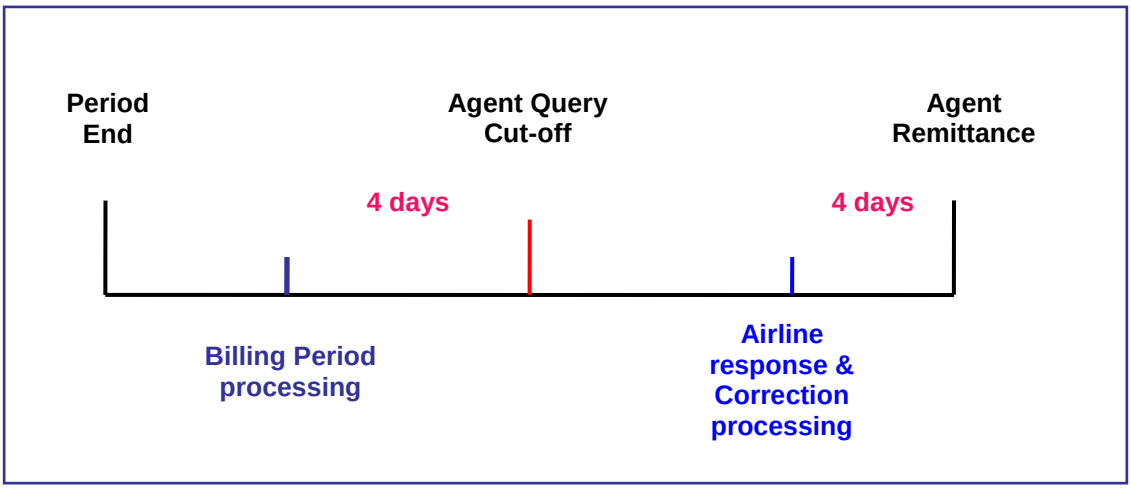
3.2.1 Sequence of events and what it means for Agents:

1. Airlines load Billing information into CASS*Link*
2. Agents may check the preliminary Billing information in Output Services and if necessary Request a Correction
3. Billing Period processing is completed and output reports, Invoices and Billing Statements are available for checking
4. Agents enter Correction Requests online in CASS*Link* Correction Services – Add Correction, **before the Query Cut-off date**
5. Airlines review the Correction Requests and “**Action**” them as either – Accept, Reject or Airline Handled
6. If the Airline fails to Action the Correction Request, it will be Auto-Approved
7. The Correction Period is processed and new Reports for the Remittance period are available to all CASS Participants

If an Agent enters a Correction Request **after** the Query Cut-off date, the following may happen:

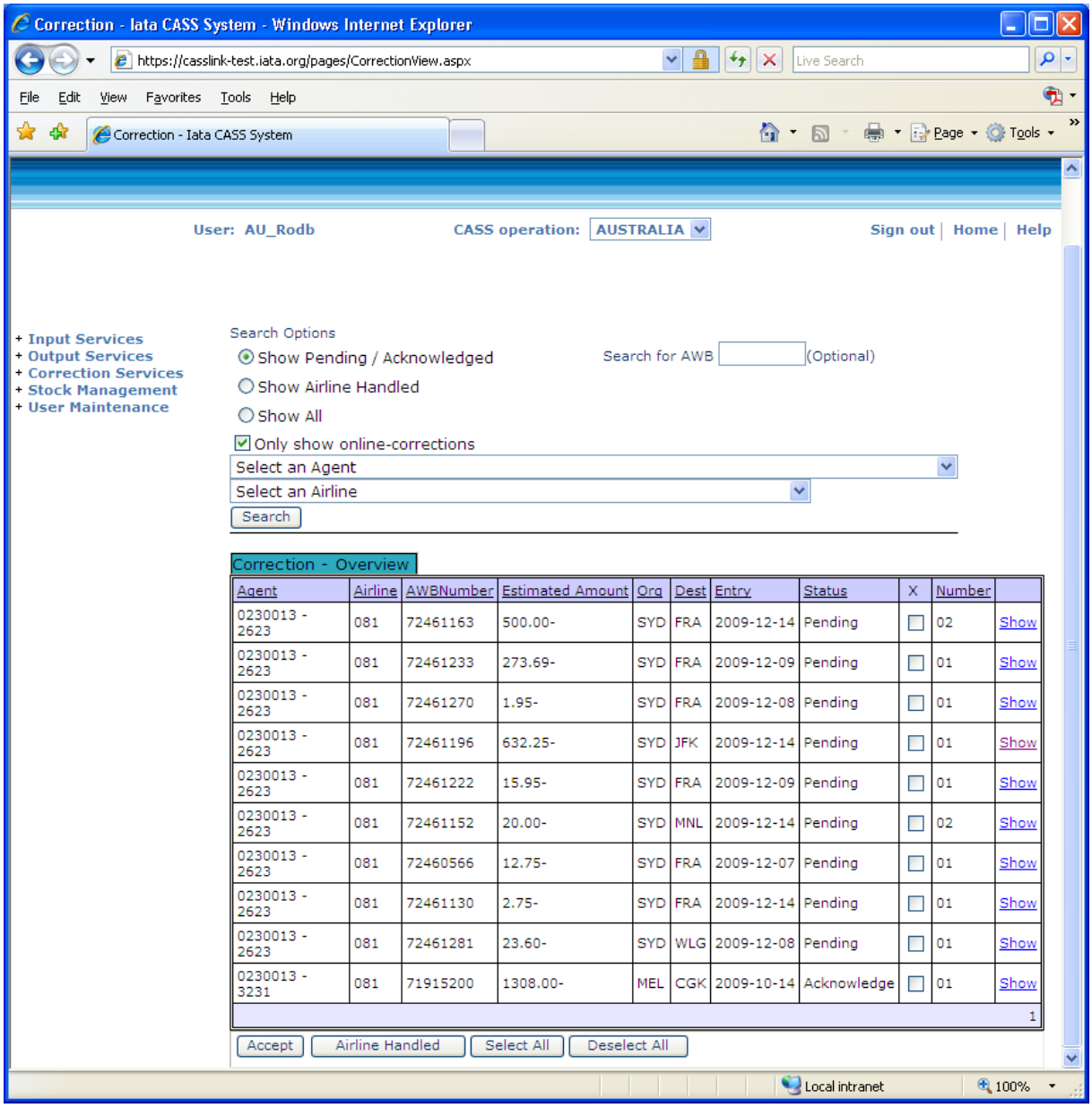
- The Airline may Accept the Correction Request before the Correction period processing, meaning that the Correction documents will be processed in the Correction Period
- The Airline may select Airline Handled and enter the Correction documents into CASS*Link* via a Billing input file

- If the Airline does nothing, the Correction will remain “Pending”, until either the Airline Actions it or the following/next Correction Period is processed, at which time it will be Auto-Approved by CASS*Link*.



3.3 View Corrections

To view all Corrections entered for the Agent and check their status, go to View Corrections.



By selecting the “Show All” button, all Corrections will be displayed. In the example above, there is a further filter by electing to display only “on-line corrections”, thereby eliminating other correction processed by the Airlines in the form of DCM’s or CCA’s.

If further details are required about the Correction, click on the “Show” box. This will open the Correction document as entered by the Agent. This may be relevant when a Correction has been “Rejected” by the Airline.

The Correction Status may be:

▪ Accepted:	Airline has accepted the correction request
▪ Rejected:	Airline has rejected the correction request
▪ Airline Handled:	Airline has accepted correction request, but will be handled via the CASS billing files (usually CCA or DCM).

Note: Corrections entered by Airlines will automatically be approved and processed in the next Billing Period, either in a “Correction Period” or scheduled Billing/Remittance Period. This is provided that the Correction has been entered by an “Approve Correction” Airline User.

Additional Information:

Entry – This is the date the Correction request was entered by the Agent. Remember that corrections entered by Airlines are automatically approved (provided the User entering the Online Correction is permitted to Approve Corrections).

Estimated Value – This is a guide only to the value of the Correction. This is a system calculation of the estimated net value of the correction. It is only estimated as the netting of the Original – Revised amounts may not include all values, taxes etc.

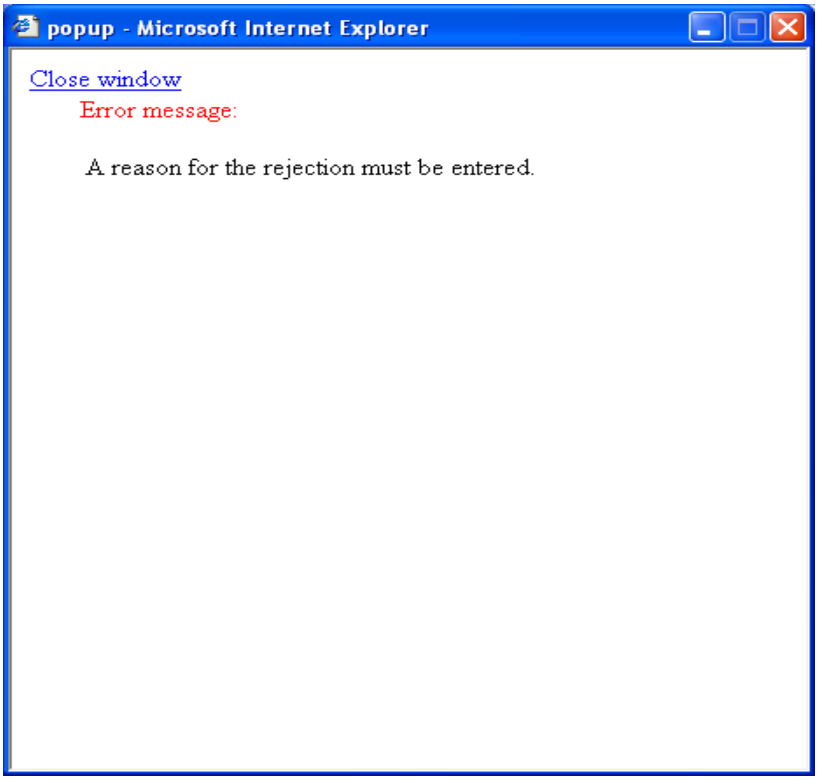
Sorting – where a column heading is underlined, the column may be sorted by clicking on the header name. For example, to sort Corrections by Entry date, click Entry and the list will be sorted into date order, oldest first. Click again and the list will resort with newest first. The sort feature exists anywhere the column heading is <u>underlined</u>.

3.3.1 Acceptance

When a Correction is accepted by the Airline, the billing document will be automatically scheduled to run in the next Billing Period. If a Correction Period is scheduled to run after acceptance but before the next Billing period, the Correction documents will be processed in the Correction Period.

3.3.2 Rejection

Where the Airline Rejects the agent's request for a correction the Airline MUST enter a reason for rejecting the Correction.



3.4 Correction Period

A Correction Period is a Billing Period run specifically to correct a large billing error to an Agent.

Correction Periods correct the billing generated in the associated Billing Period. A Correction Period will not process AWB's (AWM), only correcting documents – DCM, CCA and Online Corrections.

From 01 October 2009 (later in EU countries), changed Resolutions 801r & 801re require that all CASS Export operations must have a Correction Period for each Remittance Period

Note: A Correction Period MUST be run before the billing of the next Billing Period.

3.4.1 Correction Periods

Correction Periods are scheduled as part of the monthly or bi-monthly billing cycle. There is an Agent Query Cut-off Date (Agent deadline for correction submission in relation to Auto Approval in the current period only) and an Airline submission date i.e. cut-off date for a file or Online Correction to be loaded by the Airline into CASS*Link* before the Scheduled Processing date for the Correction Period.

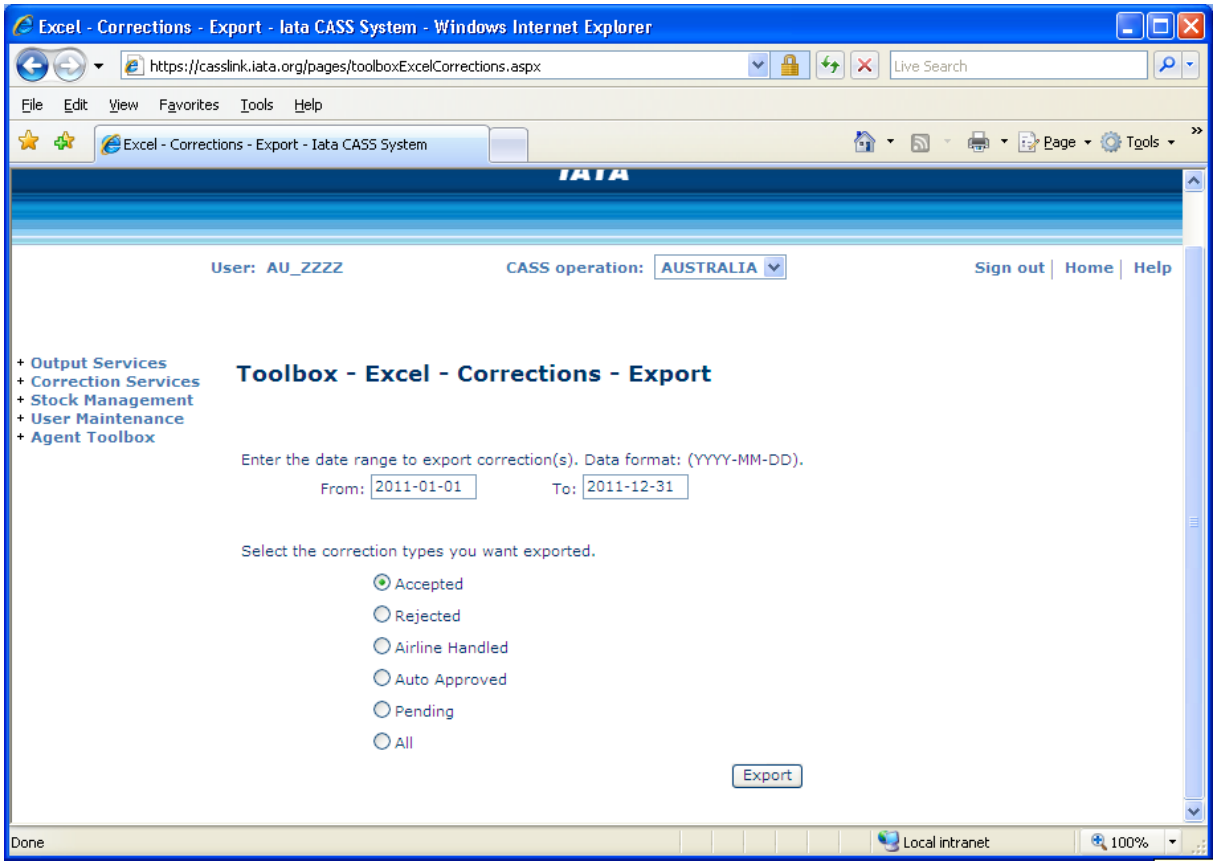
Important – When a Correction document is loaded subsequent to the Billing Period completion, the Correcting document will appear in CASS*Link* to be processed in the **next** Billing Period. Part of the system process at the commencement of a Correction Period processing is to identify those correction documents that are eligible for processing in the Correction Period and placing them in the Correction processing.

3.4.2 Correction Period Reports

The reports for a Correction Period will update the associated Billing Period(s). Only the Airlines and Agents that are affected by correction documents will receive a new invoice report but all CASS Participants will receive a Billing Statement reflecting the total billed/invoiced for the Period.

The reports themselves will list the documents processed per carrier or agent as normal, but the accumulated totals and total amount owed will be cumulative with the Billing Period(s).

3.5 Correction Report



The Correction Report provides the Agent with a spreadsheet summary of all correction documents processed by Airlines through CASS. The Agent may select:

- Accepted
- Rejected
- Airline Handled
- Pending
- All (that provides a single workbook with separate sheets for each of the above Types)

The Agent may view the status of all corrections entered into CASS*Link*, per a selected "From" and "To" date range. Records will not be displayed beyond the CASS Storage Period.

Correction Status and report “Types” refer to:

- **Accepted** – means an Online Correction requested by an agent has been accepted online in Correction Services or any correction document (DCM or CCA) loaded via an airline billing file
- **Rejected** – means that an Online Correction entered by an Agent has been refused by the Airline. A “Reason for Rejection” should be provided by the Airline
- **Airline Handled** – signifies that the Airline has accepted the Online Correction entered by the agent, but will process the correction documents via a billing input file rather than acceptance online
- **Auto Approved** – identifies Online Corrections that have been approved and processed in a Correction Period by CASS*Link* after the Airline failed to Accept, Reject or Airline Handle the correction request entered by the agent within the required timeframe
- **Pending** – identifies all Online Correction requests entered by the agent where no action has been taken by the Airline

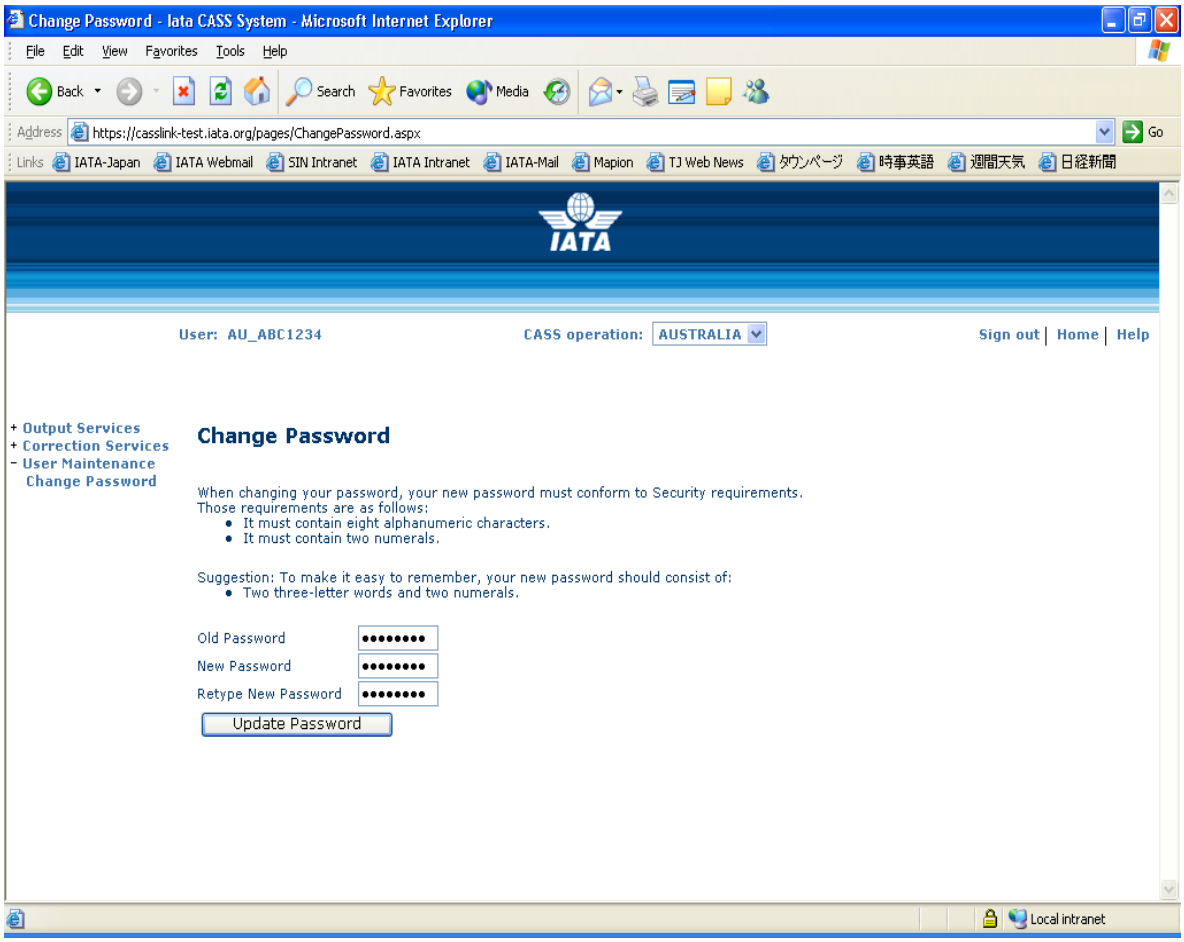
4. User Maintenance

4.1 Change Password

Following changes to CASS*Link*, at initial (first) login with a new Username, the User will be forced to change password. Users may also change their password at any time.

Procedure:

- Go to User Maintenance Menu;
- Select Change Password;
- Enter the “Old” password, then enter a new password twice. The new password must contain eight (8) alpha/numeric characters, with the password to contain at least 2 numeric characters.
- Click the “Update Password” button



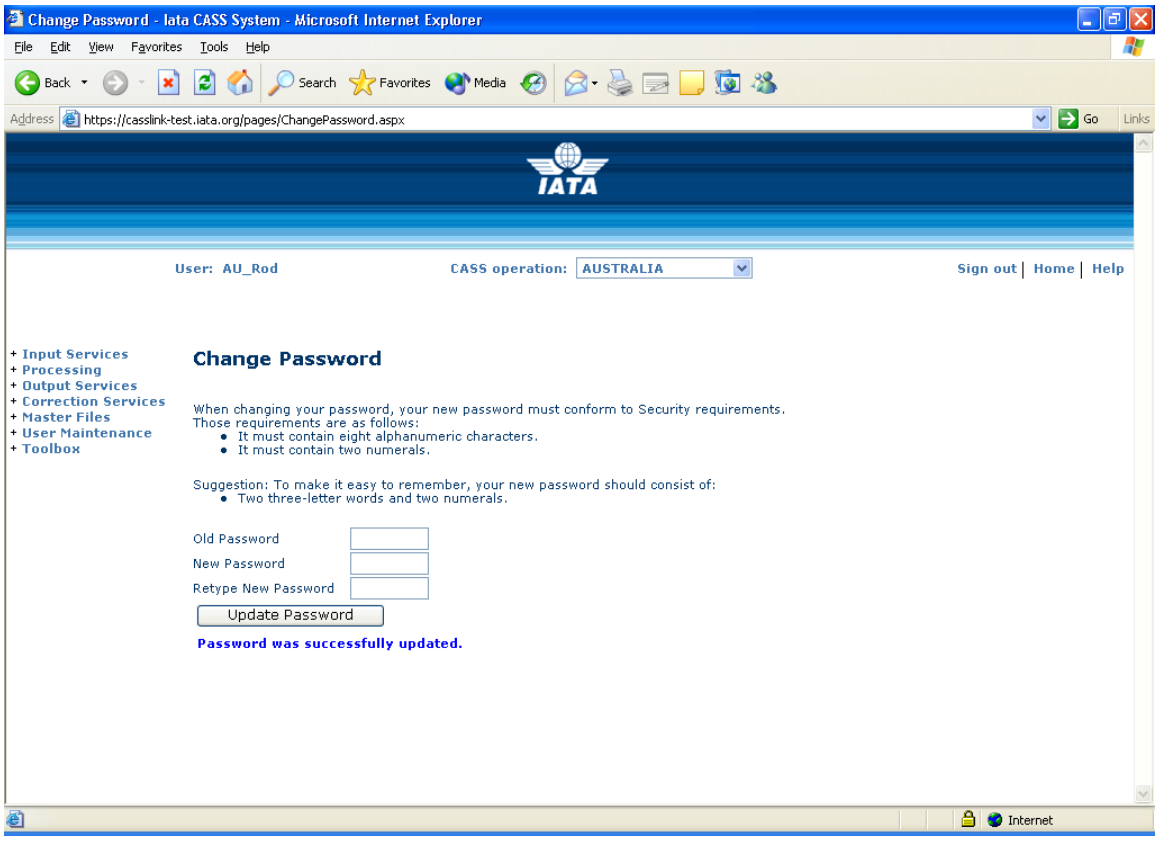
If the User has failed to enter the Password in the correct format, or entered the Password incorrectly, one of the following error messages may be displayed:

- **The new Password and the Retyped New password are not identically.**
- **The new password does not conform to Security requirements. (means that the new password does not contain eight (8) characters or at least 2 numeric characters)**

When the new password has been correctly entered, the message –

Password was successfully updated

will be displayed.

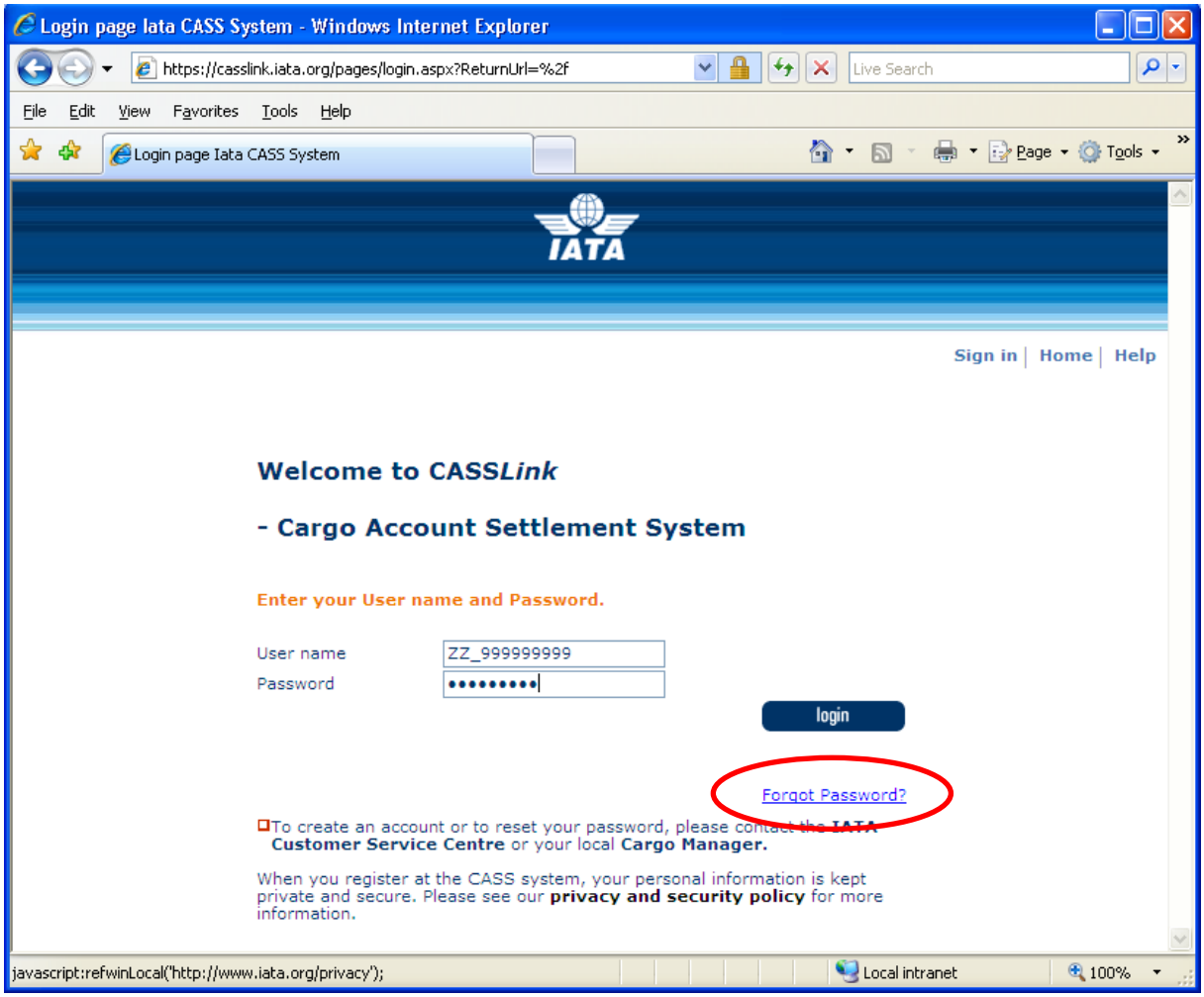


It is the responsibility of each CASS*Link* User to ensure that Usernames and Passwords are secure to ensure the confidentiality of their billing data.

Passwords must be changed at initial log-in (after Username has been created) and each six (6) months.

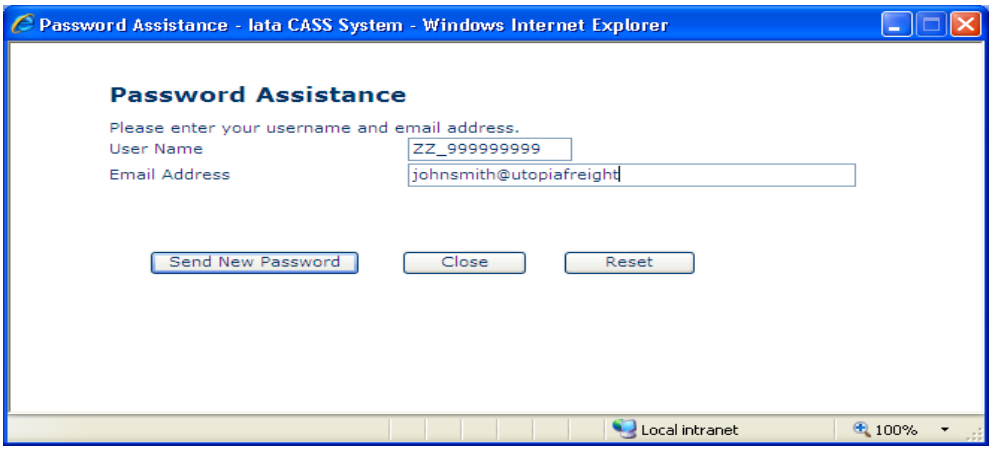
Password history also now means that the same password cannot be re-used for five (5) generations.

4.2 Forgot Password

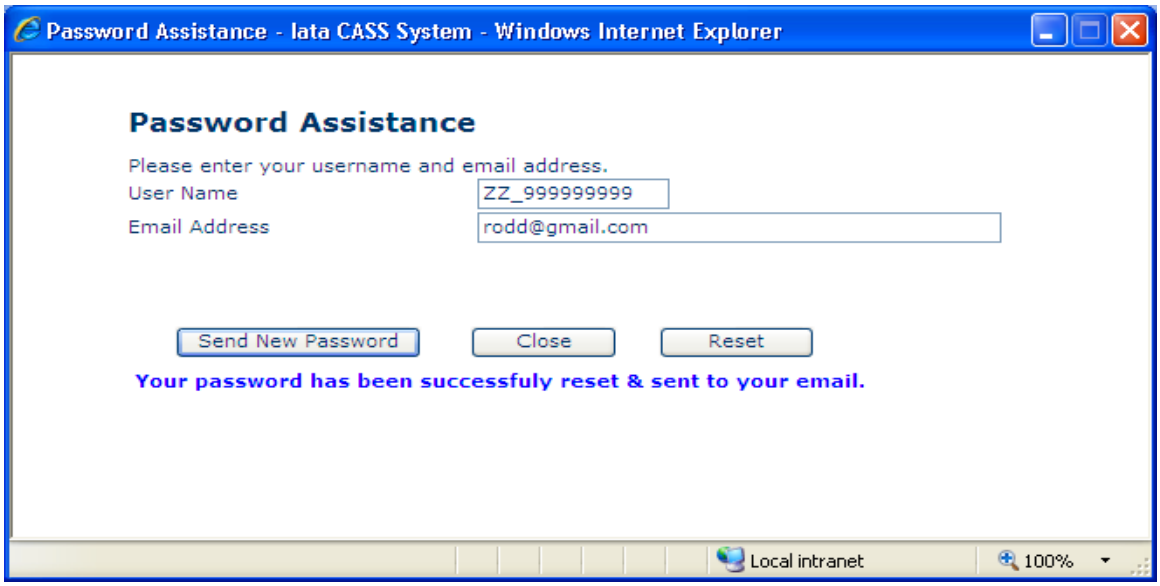


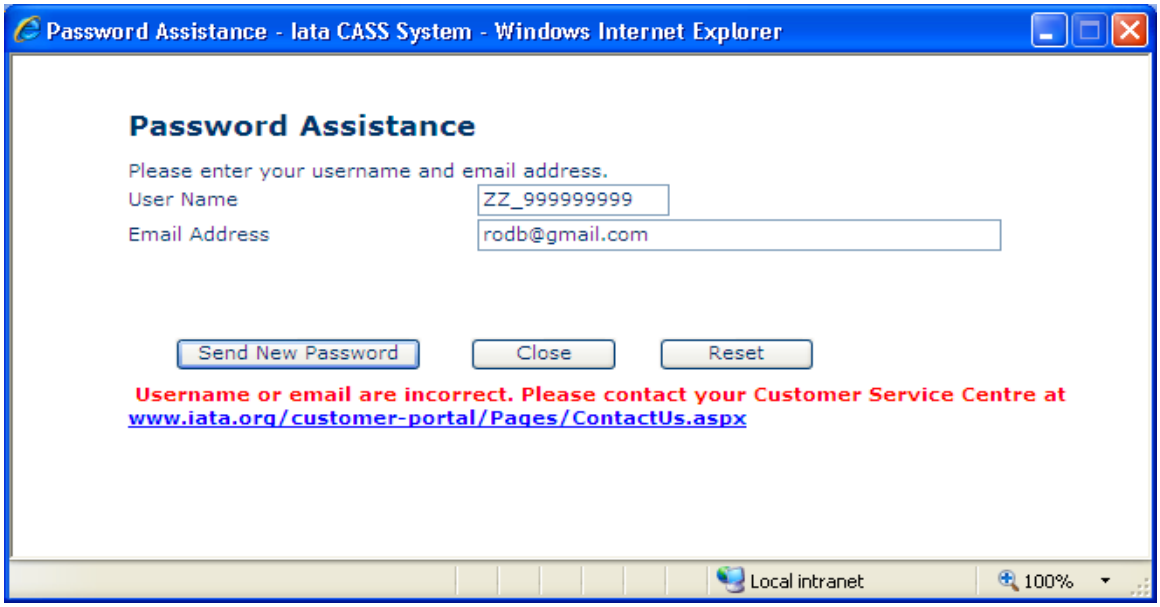
When a User has forgotten their password, the “Forgot Password” may be used to request a new user Password.

When the Forgot Password is selected, the User is asked to enter their Username and email address. Both need to match the User profile stored in CASS*Link*.



When the details have been entered correctly, the new password is sent to the User email address. It is not displayed on the screen.





When the details entered are incorrect, or do not match the database, the User must contact their Customer Service Centre to verify the information and receive a new Password.

Possible problems preventing the use of this facility:

- Email address is incorrect in the database
- Browser has Pop-ups blocked. This prevents the entry screen from being displayed. Unblock Pop-ups and try again.
- Username is shared and new password is not sent to all Users of that Username

5. Stock Management

CASS*Link* now provides Airlines and Agents with an AWB Stock Management system for the request and allocation of Airline stock.

Please talk to your local Cargo Manager for more details and a copy of the Stock Management Manual for Agents.

5.1 Stock Management Fact Sheet

CASS*Link* STOCK MANAGEMENT

Would you like an automated, web based solution to manage your Neutral AWB number allocations?

Would you like an on-line AWB audit system enabling you to confirm that all of your AWBs have been billed?

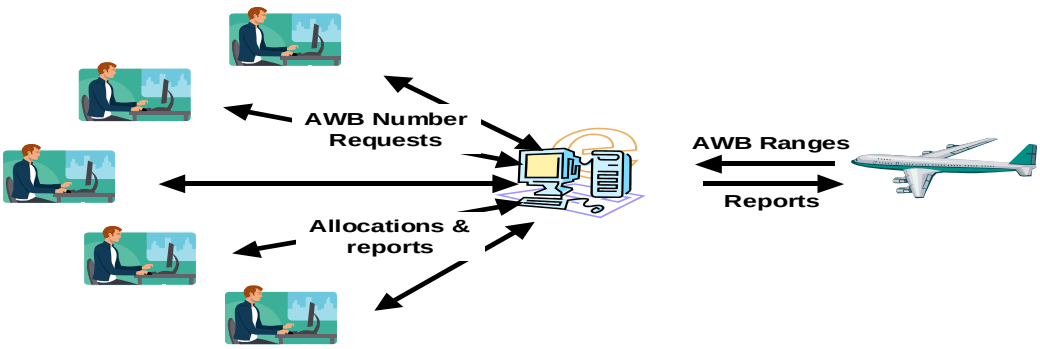
If the answer is YES, then the CASS*Link* Stock Management system is your solution

Introduction

The CASS*Link* Stock Management system is a value-added service fully integrated within CASS*Link* that allows Airlines to automate the allocation of AWB serial numbers to their approved Freight Forwarders.

The Stock Management service provides significant benefits for the forwarding community such as the ability to request stock allocation on-line 24 hours a day, 7 days a week. Forwarders and Airlines can also track usage and monitor used or unused allocations.

CASS*Link* AWB Stock Management System



Key Features

- Carrier determined maximum stock allowance for each Freight Forwarder
- On-line dynamic and flexible on-request reporting in PDF or XLS format
- Freight Forwarder on-line stock requests available 24x7
- A central “Global” number range option
- Separate Express AWB number range option
- Carrier pre-printed AWBs can also be allocated and tracked
- Auto-generated allocation messages (email) to nominated operations persons
- Consolidated stock allocation option - Single or multiple location allocations for Freight Forwarders
- “Low stock” warnings to Airlines
- On-demand reporting of unreported AWBs eg. Audit …etc

System Benefits
For Airlines

- Improved AWB Audit functionality
- Automated allocation to Freight Forwarders - 24 x 7
- Retain complete control of access and allotment of AWB's
- "Global" range option
- Program accommodates pre-printed AWBs as well as Automated and Express number ranges

For Freight Forwarders

- Access to Airline stock 24 x 7
- Agency consolidated allocations
- On-line reporting of usage

Roles and Responsibilities

- CASS Operations activate Airlines and Freight Forwarders on the Stock Management module
- Freight Forwarders and Airlines nominate contact email addresses for stock allocation notifications (up to 3)
- Airlines input their own Stock AWB number master range
- Airlines define individual Freight Forwarder stock allocations, including maximum holding
- Freight Forwarders request stock allocations online
- Dedicated and specific user access can be assigned for the AWB management service
- Freight Forwarders and Airlines both receive email notification of allocation
- Airlines can close ranges or delete AWB's at any time

How do I subscribe?

Airlines

- If you are an airline, contact you local Cargo Manager to activate you in CASS*Link*
- Activation takes minutes, so you can start enjoying the benefits immediately

Freight Forwarders

- If you are a Freight Forwarder speak to your carriers about activation

For more information go to:
www.iata.org/ps/financial_services/casslink.htm

CASS*Link*

"Simplifying the business of Air Cargo"

6. Agent Toolbox

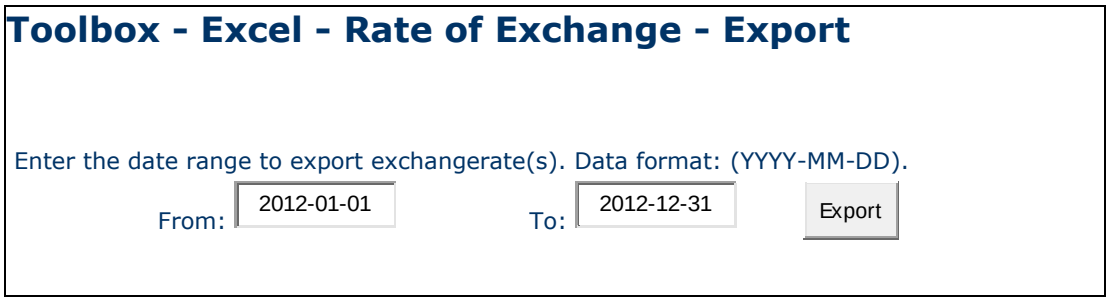
The Agent Toolbox provides Agents with two downloadable reports: Airline List and Correction Report.

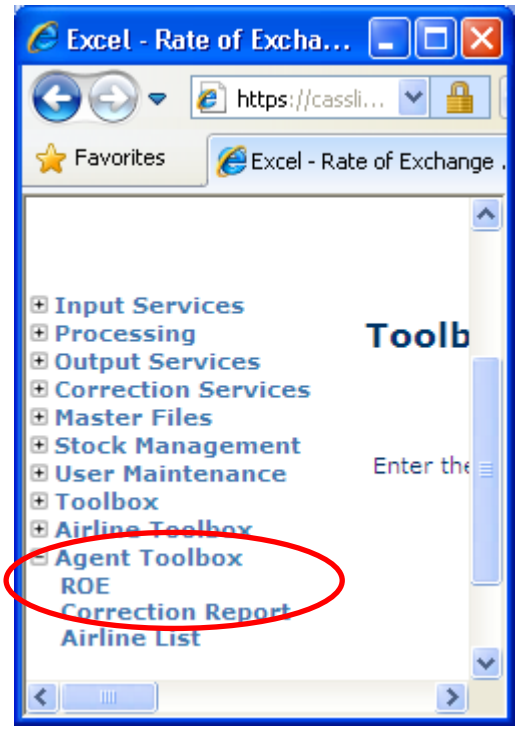
6.1 Airline List

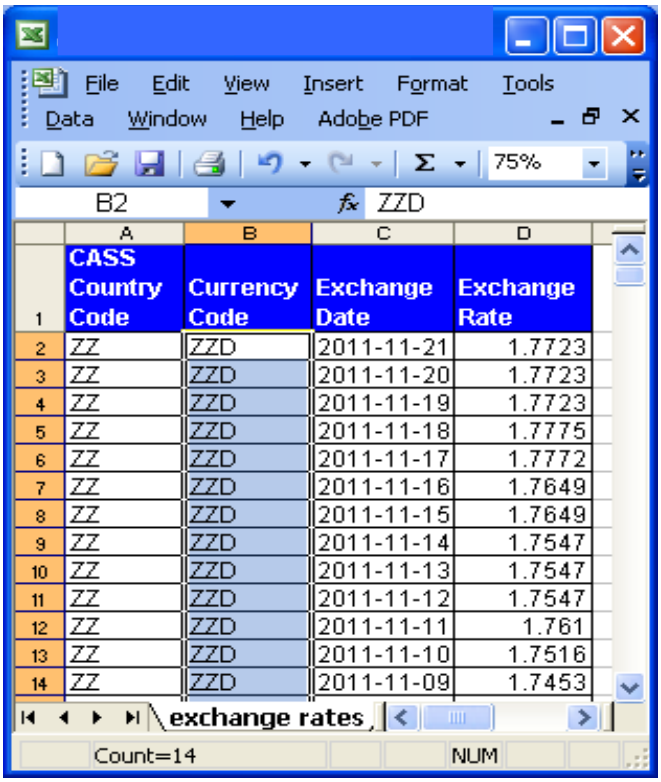
Allows Agents to download a xls spreadsheet list of Airlines participating in the CASS

6.2 ROE (Rate of Exchange) Report

Several CASS Operations use Rates of Exchange to convert the input (AWB) currency to the local or CASS reporting currency. Example - Operations where input is in USD, but reporting is in local currency.







	A	B	C	D
1	CASS Country Code	Currency Code	Exchange Date	Exchange Rate
2	ZZ	ZZD	2011-11-21	1.7723
3	ZZ	ZZD	2011-11-20	1.7723
4	ZZ	ZZD	2011-11-19	1.7723
5	ZZ	ZZD	2011-11-18	1.7775
6	ZZ	ZZD	2011-11-17	1.7772
7	ZZ	ZZD	2011-11-16	1.7649
8	ZZ	ZZD	2011-11-15	1.7649
9	ZZ	ZZD	2011-11-14	1.7547
10	ZZ	ZZD	2011-11-13	1.7547
11	ZZ	ZZD	2011-11-12	1.7547
12	ZZ	ZZD	2011-11-11	1.761
13	ZZ	ZZD	2011-11-10	1.7516
14	ZZ	ZZD	2011-11-09	1.7453

Choose the date range to download a spreadsheet of ROE entered to CASS*Link*.

Note that this report is only available where ROE is entered by the CASS operation into CASS*Link*. The report will not provide information on ROE entered by Airlines into individual AWB records.

7. Glossary of Terms

Agent	IATA Accredited Cargo Agent (Freight Forwarder)
AWB	Air Waybill - the document made out by or on behalf of the shipper which evidences the contract between the shipper and carrier(s) for carriage of goods over routes of the carrier(s).
Billing Period	There are twenty-four (24) Billing Periods each calendar year ie. two (2) per month. These are: 1st to 15th and 16th to last day of month (28th, 29th, 30th 31st)
CASS	Cargo Accounts Settlement System
CASS Associate	Freight Forwarder sponsored by a CASS Airline to join the CASS program
CASS*Link*	Global processing system used by IATA for processing Airline billing documents.
CCA	Cargo Charges Correction Advice means the document used for the notification of changes to the transportation charges and/or to other charges and/or the method of payment.
Charges Collect	Equivalent to the term ‘freight collect’ or ‘charges forward’, means the charges entered on the Air Waybill for collection from the consignee.
Correction document	See CCA or DCM
Correction Period	An additional Billing Period used to correct documents in the initial Billing production.
DCM	Debit Credit Memo – used to amend Net/Net sales
Remittance	Payment by Agents to CASS
Reporting Timetable	Timetable of events usually published by CASS before the start of a new year to identify key dates for report production, Agent remittance and Airline settlement.
Settlement	Amounts owed to Airlines by Agents through CASS

Storage Period	Defined in each CASS to be the time online records are stored and available for viewing in AWB History, Online Corrections and the Corrections Report. May be from 6-months to 60-months depending on the CASS Operation.
Upload	The processed used by Airlines to enter electronic billing files into CASS*Link* each Billing Period
Username	Log-in identification to access CASSLink

7. Frequently Asked Questions

Question	Answer
What is the CASS*Link* website address?	https://cass*link*.iata.org. Don't forget the http**s**, as this is a *Link* to a secure website.
I don't have access to CASS*Link*?	Generally, all Agents and locations have a Username and a Password (this may change from country to country, depending on the reporting arrangements). It may be that the person this information was originally sent to has left the company or mislaid the information. Contact your Customer Service Center to get connected to CASS*Link*.
I have forgotten my password, can you tell me what it is?	CASS staff cannot see what your password is. They can reset and create a new password for you, but cannot see the current one.
I didn't get my report. Can you resend them to me?	No. All Agents and Airlines have access to CASS*Link* and can login at any time and retrieve any reports at any time.
I have many branches/locations. Can I see their output using a single login?	CASS can *Link* a single Username login to all your CASS locations. Contact your Customer Service Center to enable these *Link*s.
We have offices in other countries. Can I access their output from my Username login?	Yes. One of the features of CASS*Link* is that it is a global system. Airline Head Offices can have access to their reports worldwide. Agents can access reports from their subsidiaries in neighbouring countries. Contact your Customer Service Center to arrange these *Link*s.
What reports are available?	CASS*Link* standard reporting format is PDF. HOT or text-file reports are available that are used for account reconciliation. XLS spreadsheet reports are also available. Contact your Customer Service Center to activate the HOT or XLS report options (there may be a charge for these additional reports).
We have been billed the wrong amount for an AWB. Please process a credit?	CASS cannot process a credit. Only the Airline can process a correction to you. Alternatively, go to Correction Services and request a billing correction online. The Airline will then Accept or Reject your request in CASS*Link*, or action your request via a CCA or DCM.
I want to receive one single report for all my Agency locations, not a report for each individual location. Can I get this?	Yes. The Local Customer Service Center can arrange for your reports to be "consolidated" into a single report.
I currently have remittance payments deducted from our account as individual amounts for each of my Branches, but I only want one direct debit payment for all my locations. Can this be arranged?	Yes, as above, your Local Customer Service Center can "consolidate" your reports and your Remittance payment to a single payment amount.

I have done a search in AWB History does not display anything. Why?	There may be a number of reasons. Either the AWB: has not been billed; you are not entering the correct details – AWB serial Number, Airline or Agent code the AWB was not billed during the current "Storage Period" set by your CASS. This Storage Period could be as little as 6 months or as much as 5 years. Your Local Customer Service Center can advise you on this matter.
How do I find out if a credit for an AWB has been processed by the Airline?	Use AWB History in Output Services to search for the AWB Serial Number. This search will list all documents processed and show the actual total amount paid by the Agent for the AWB to date, subject to the document being processed within the "storage period.
An Airline has loaded a Correction Document, but it has gone into the next Billing Period. Why isn't it going to run in the Correction Period?	All documents when loaded are "flagged" to be processed in the next scheduled Billing Period. A Correction Period is not a Billing Period. At the commencement of a Correction Period, all correction documents that are eligible to be processed are "stripped" from the Billing period and placed into the Correction Period for processing.
What do the 2-letter codes on the CASS*Link* Invoice/Adjustment report mean?	**AD** - Add Record (used of CCR/DCR record line) **DL** - Deletion Record (used for CCO/CCO record line) **NC** - No Commission paid on Weight/Valuation Charge **LT** - Late Submission (AWB Execution Date in previous Billing Period) **SR** - Service AWB (system will process the shipment even if no weight charge is shown) **VD** - Voided AWB
When a Correction is loaded or approved, when will it be processed?	When a correction is loaded by file or Accepted online, it will be processed in the next Processing, either a Billing or Correction Period processing
In the View Correction screen, when a Correction is Pending, why isn't there a "Reject" option at the bottom of the screen like there is an Accept option?	To Reject a correction, the Airline must enter a Reason for rejection, which requires the User to open the Pending correction using the "show" button.
Why do some CASS Invoices show Discount, while others say Incentive, Rebate or other term?	Discount, Incentive, Rebate, Market Price Adjustment are all the same thing. The application of these values reduces the Weight Charge to a Net Value. The reason why different terms are used is based on Legal definition or market requirement.

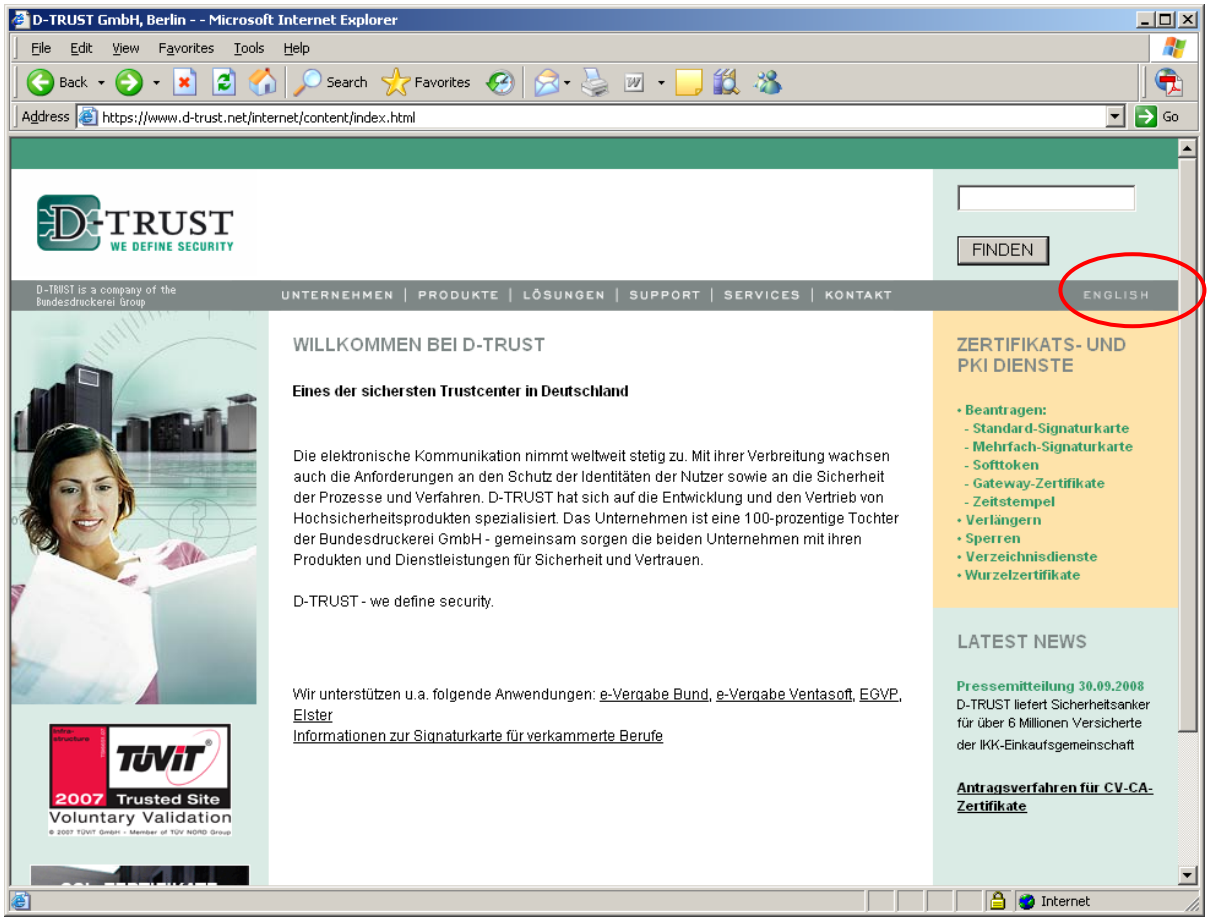
Appendix A – Trust Certificates

Loading Trust Certificates Into Your Adobe Viewer Application

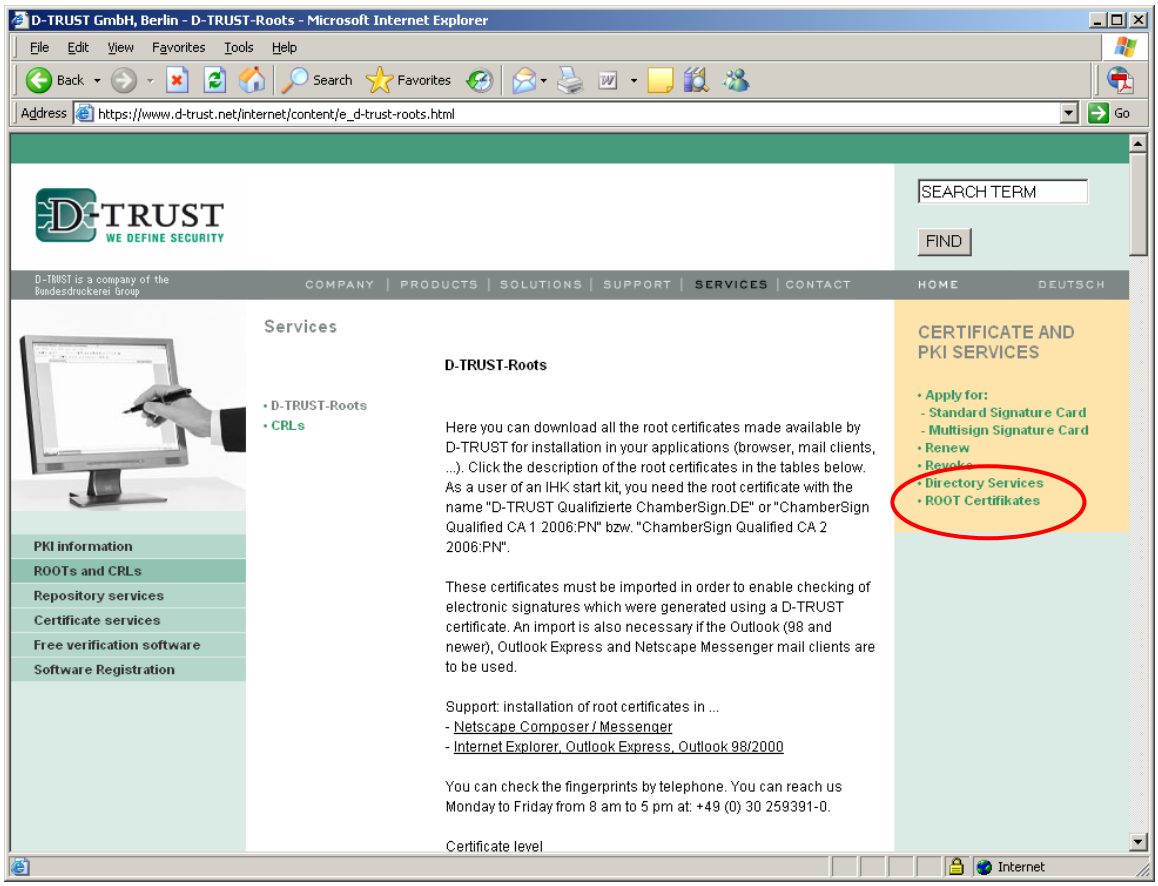
For a number of EU countries, it is a requirement of EU Directive 115 that all CASS*Link* invoices be digitally signed. The following instructions allow invoice recipients to verify the signatures embedded in the CASS*Link* PDF Invoice documents. Signature verification requires Adobe Reader version 8.0 or later.

1. Download the certificates from the D-Trust website by going to the www.d-trust.net

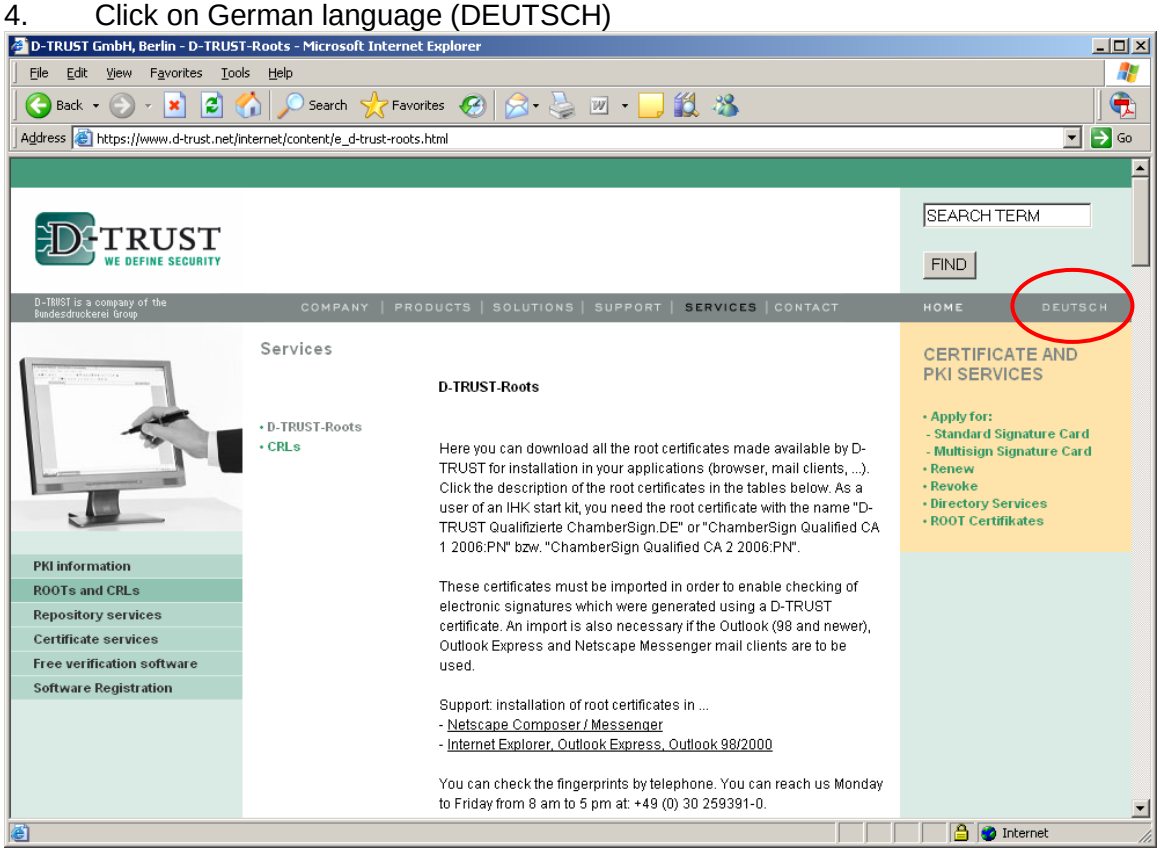
2. Choose the English language (top right hand corner)



3. Click on “ROOT Certifikates” (right hand side of page)

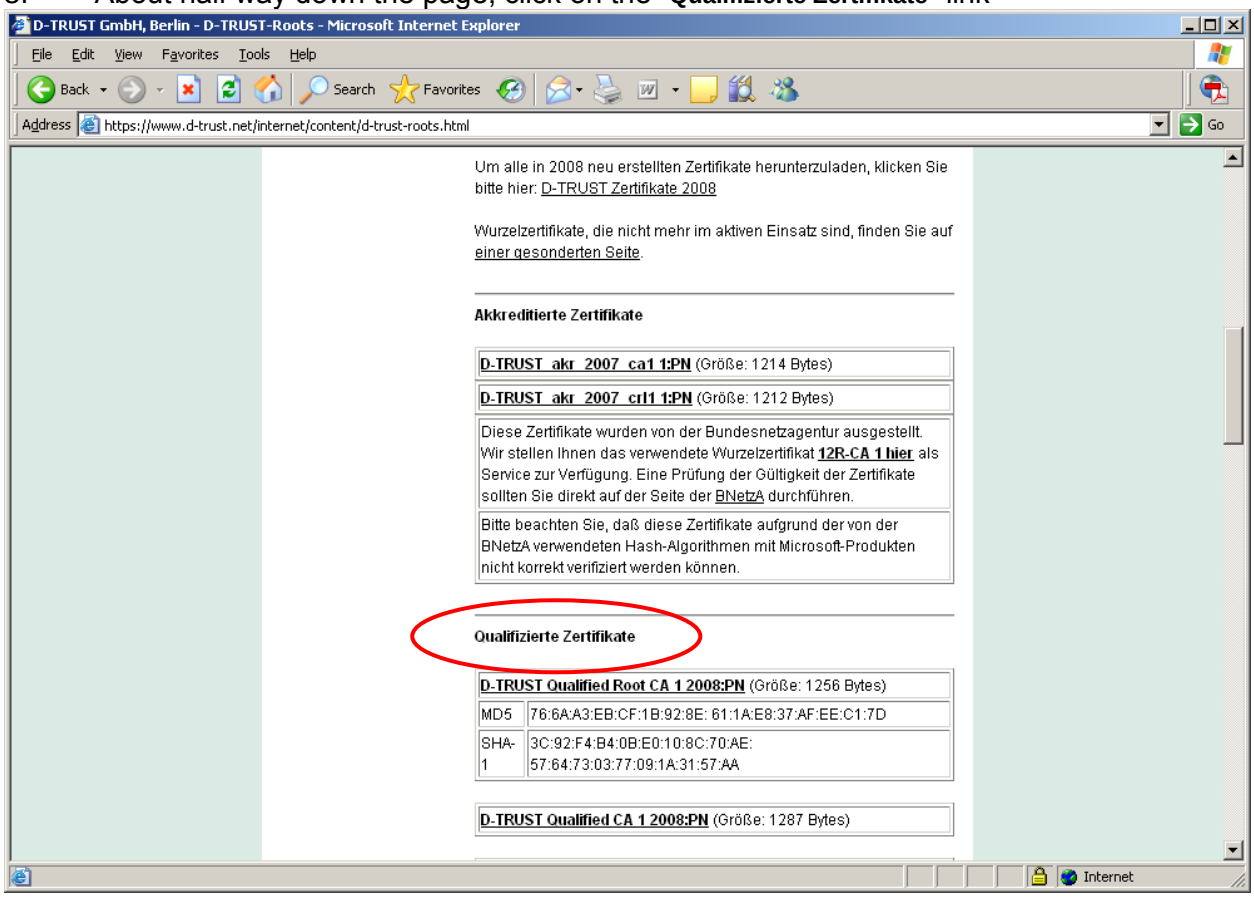


4. Click on German language (DEUTSCH)

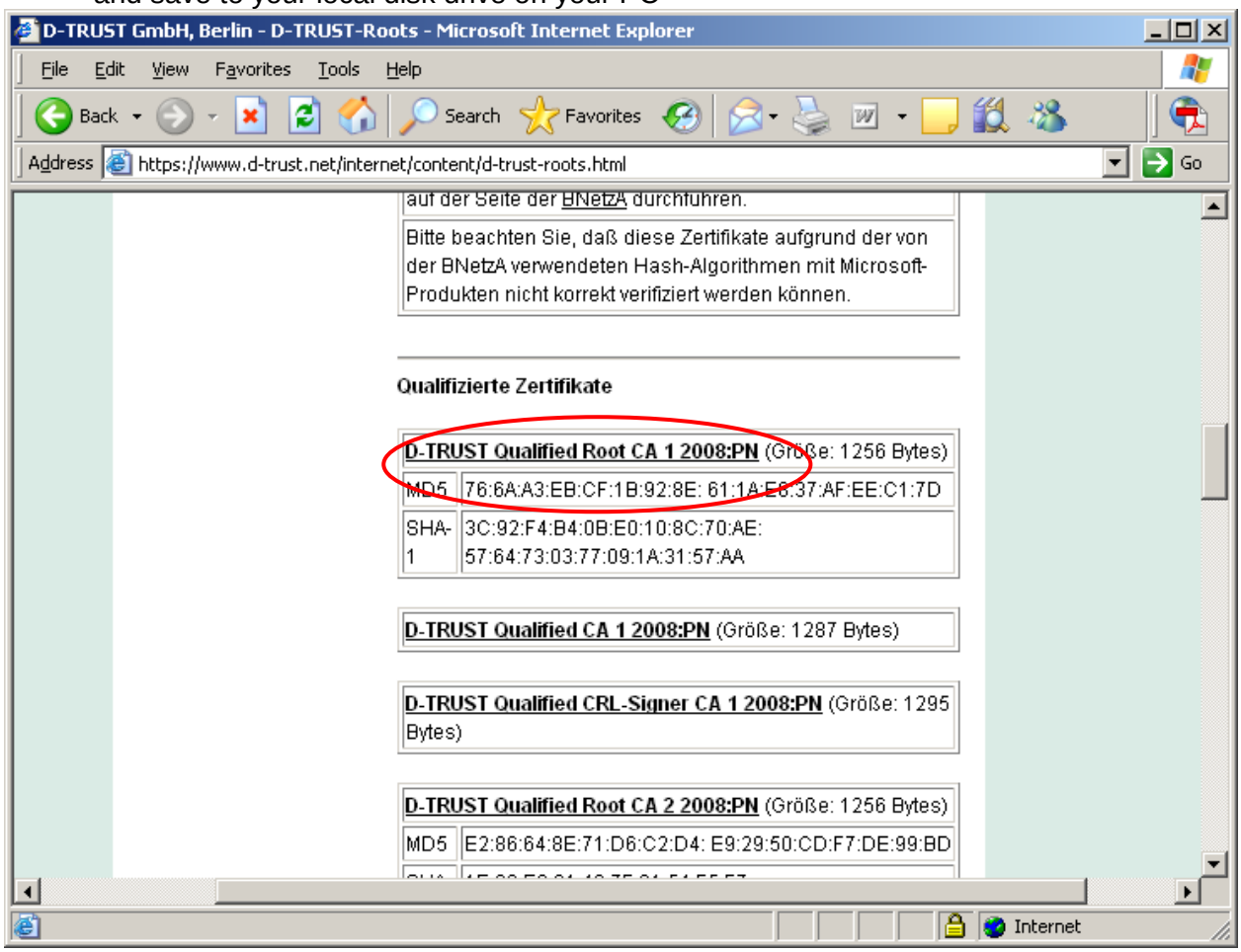


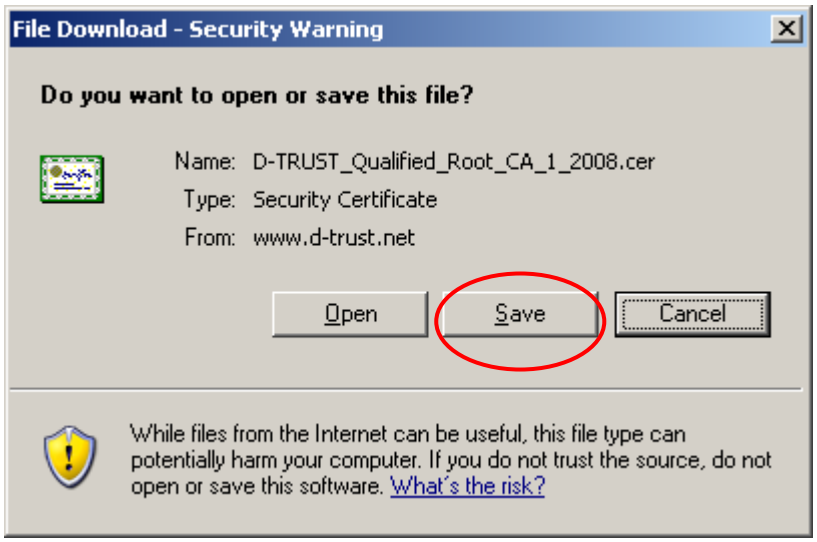
(You need to go back to Deutsch as the correct certificates are not visible in English)

5. About half way down the page, click on the "**Qualifizierte Zertifikate**" link

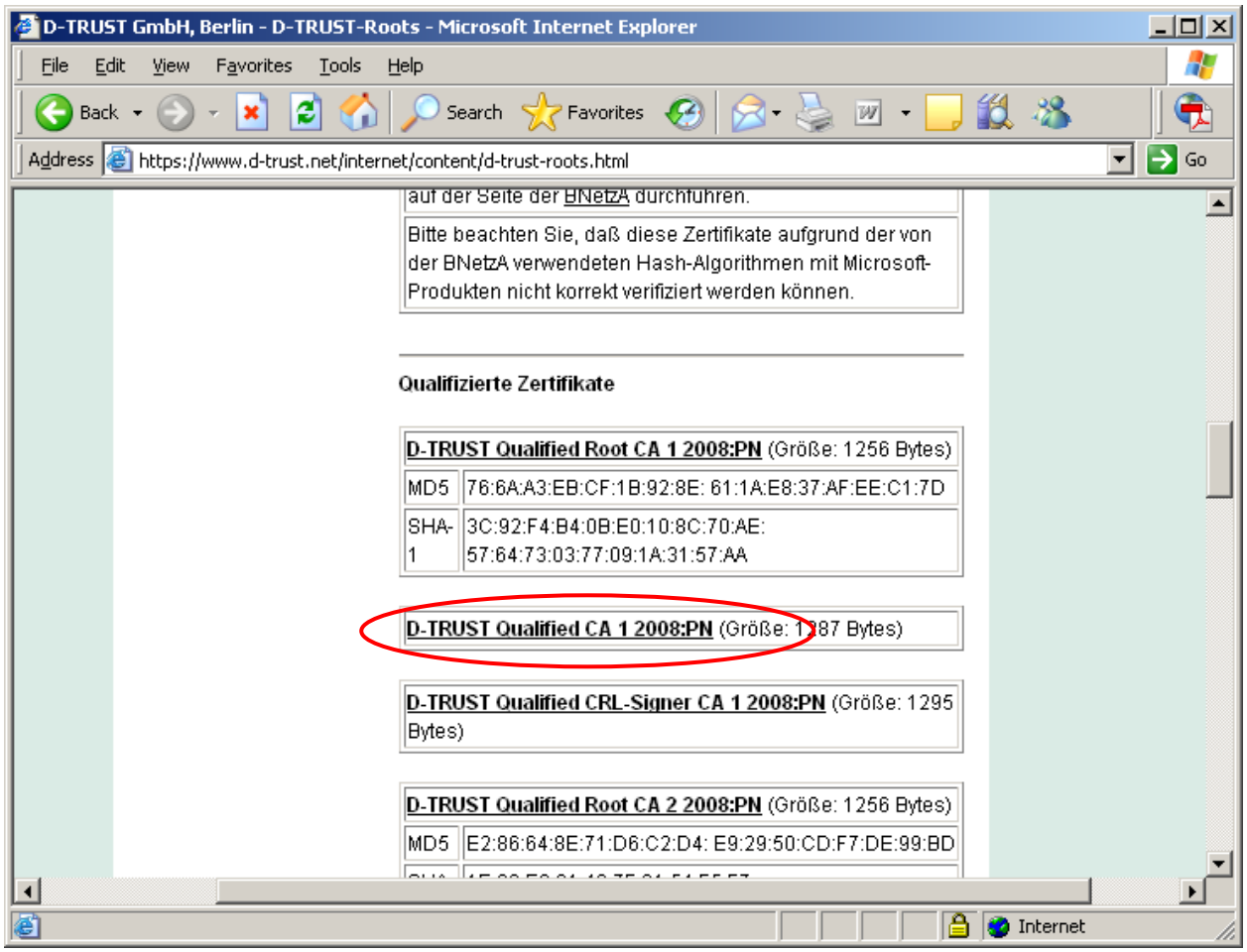


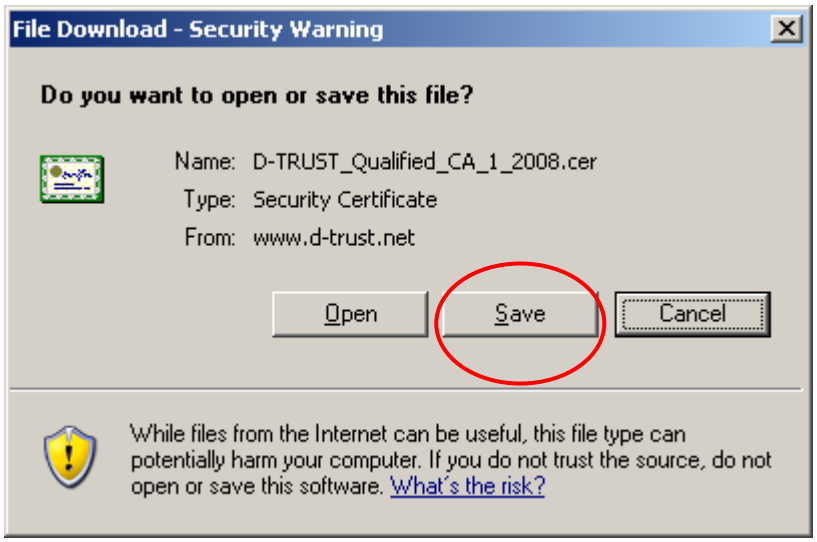
6. Click on the "**D-TRUST Qualified Root CA 1 2008:PN**" link to download the certificate and save to your local disk drive on your PC



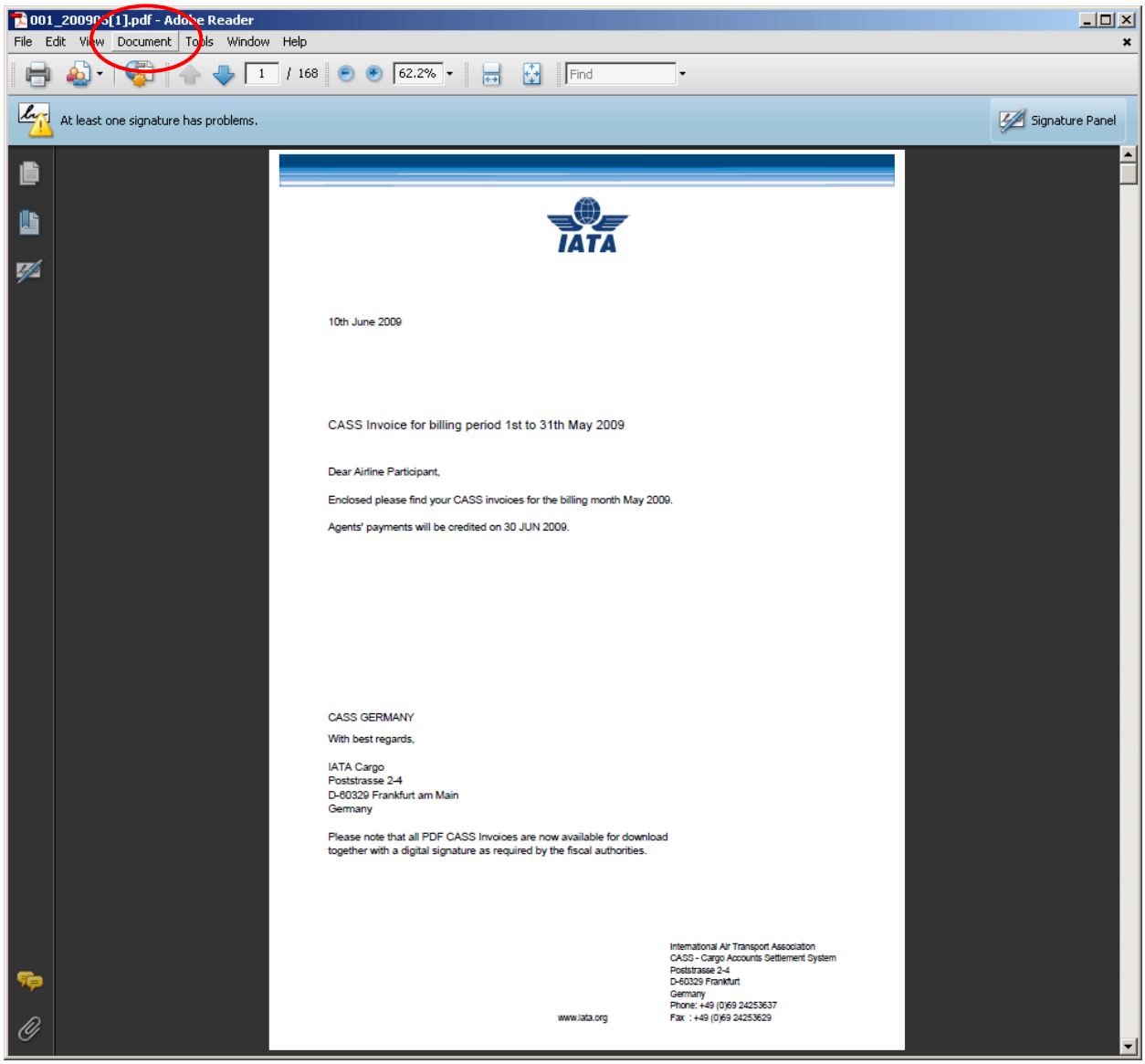


7. Click on the "**D-TRUST Qualified CA 1 2008:PN**" link to download the certificate and save to your local disk drive on your PC

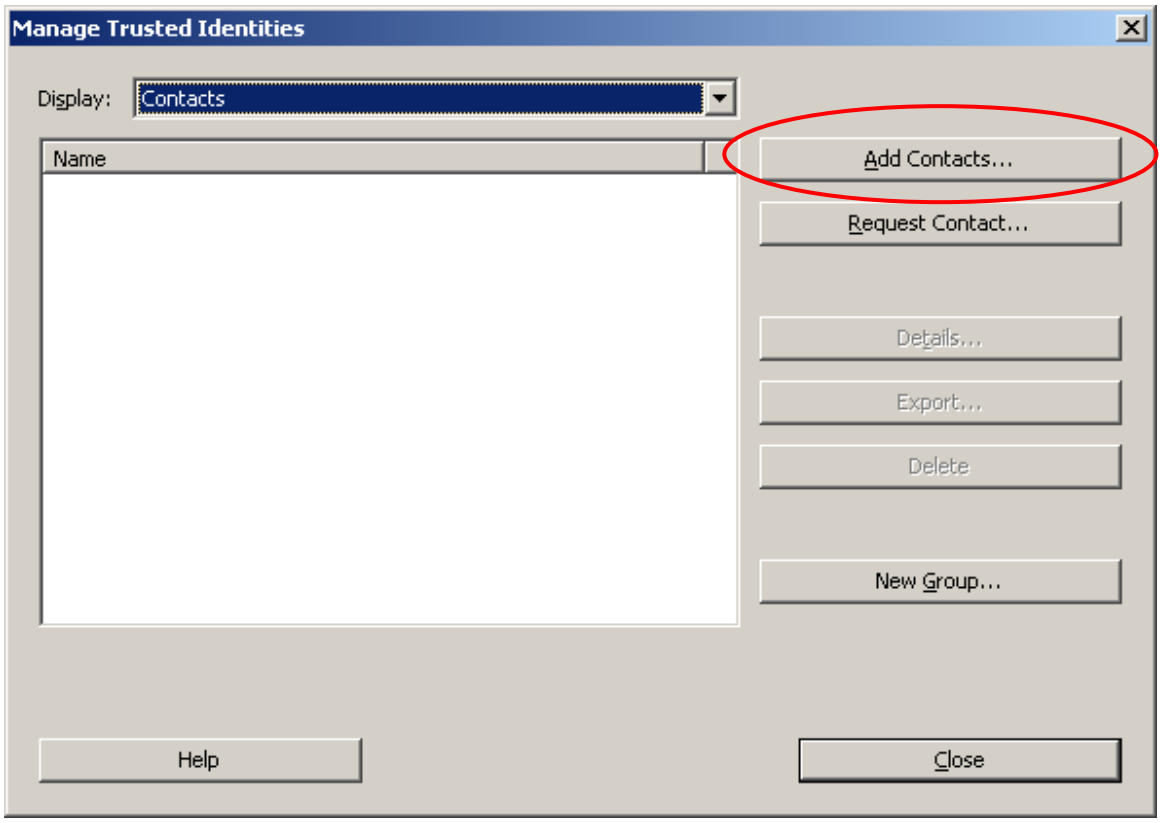




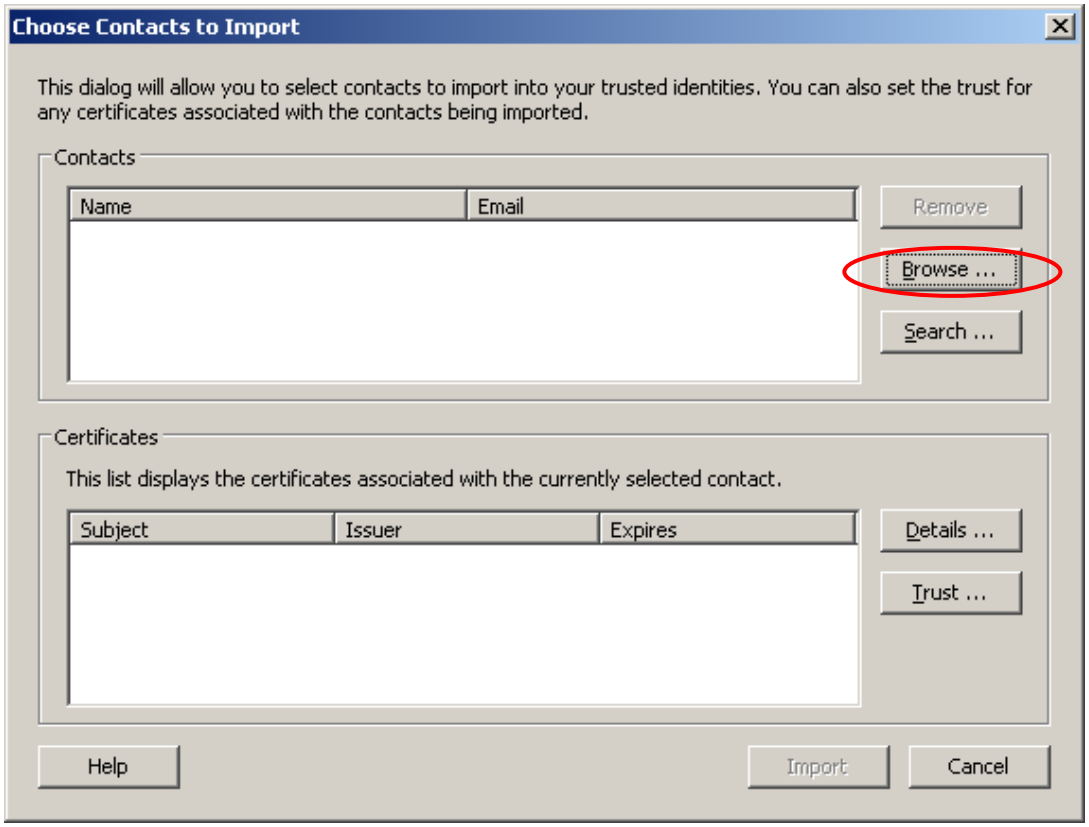
8. Within the Adobe Viewer (open your signed PDF document), from the main menu along the top of the window, select “Document – Managed Trusted Identities…”



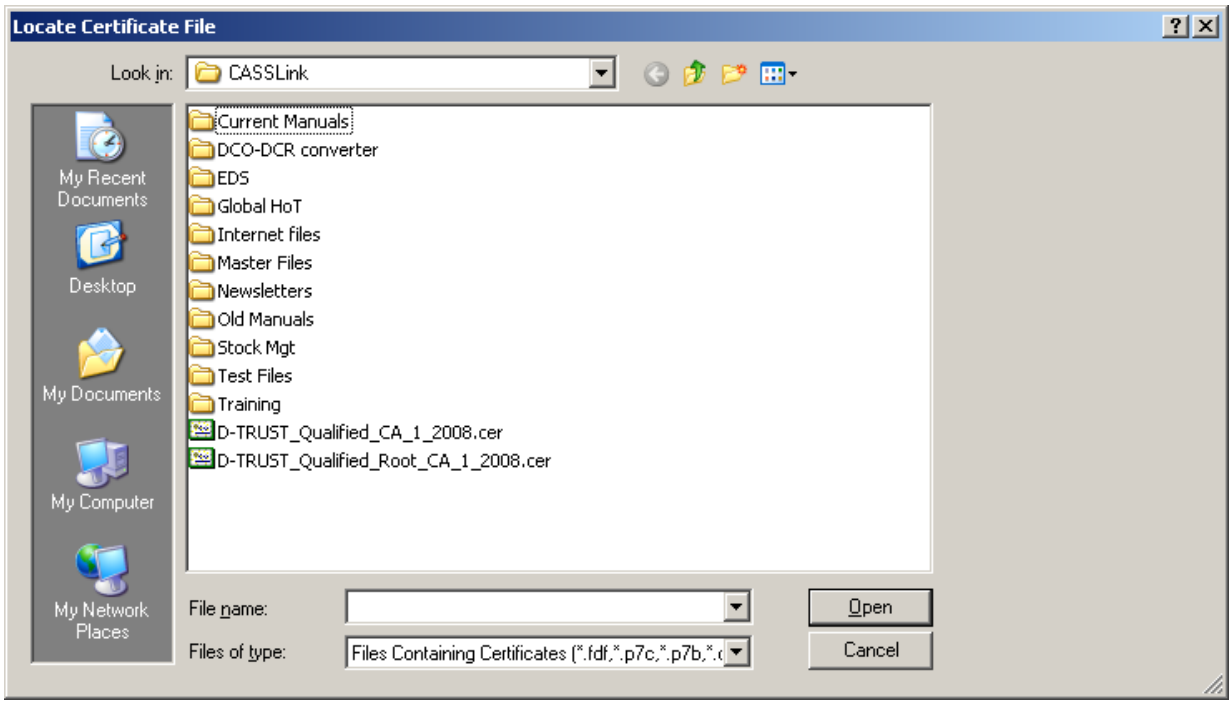
9. Click on the “Add Contacts…” button



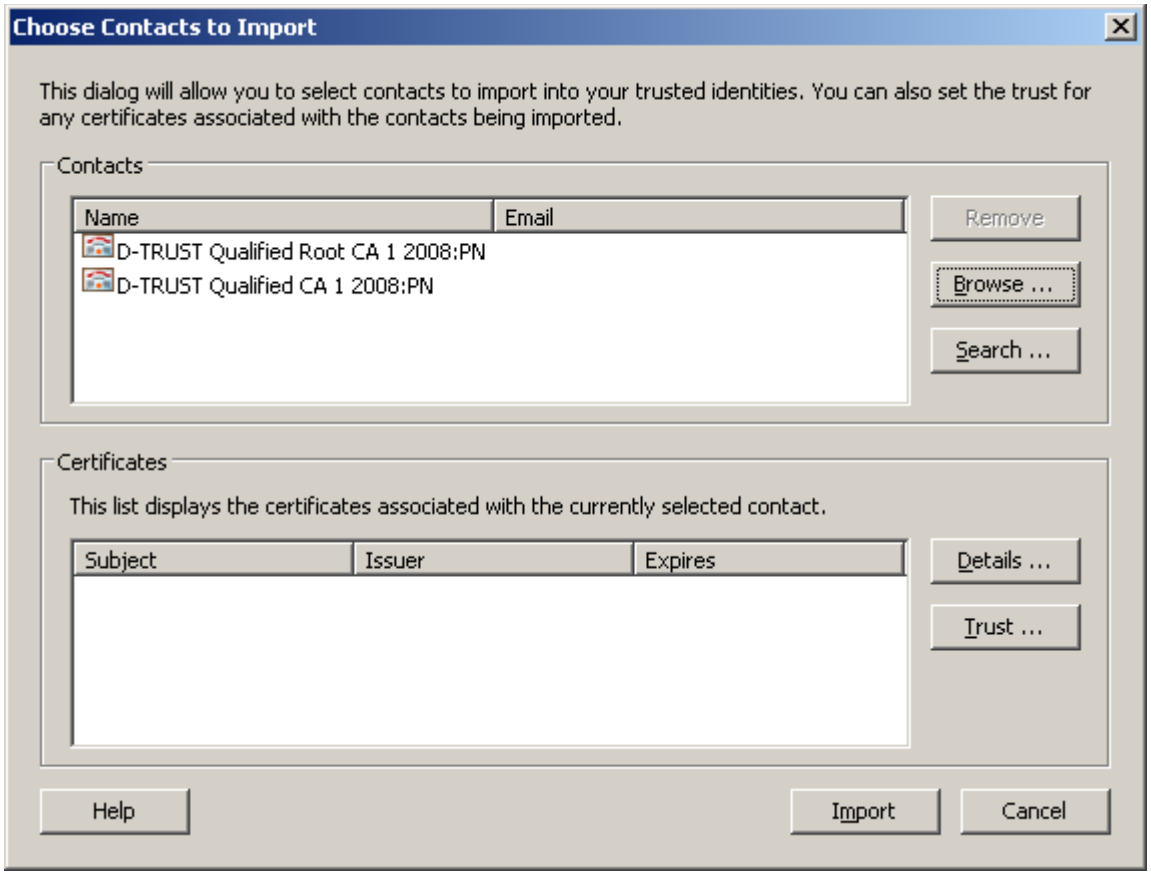
10. Click on the “Browse…” button



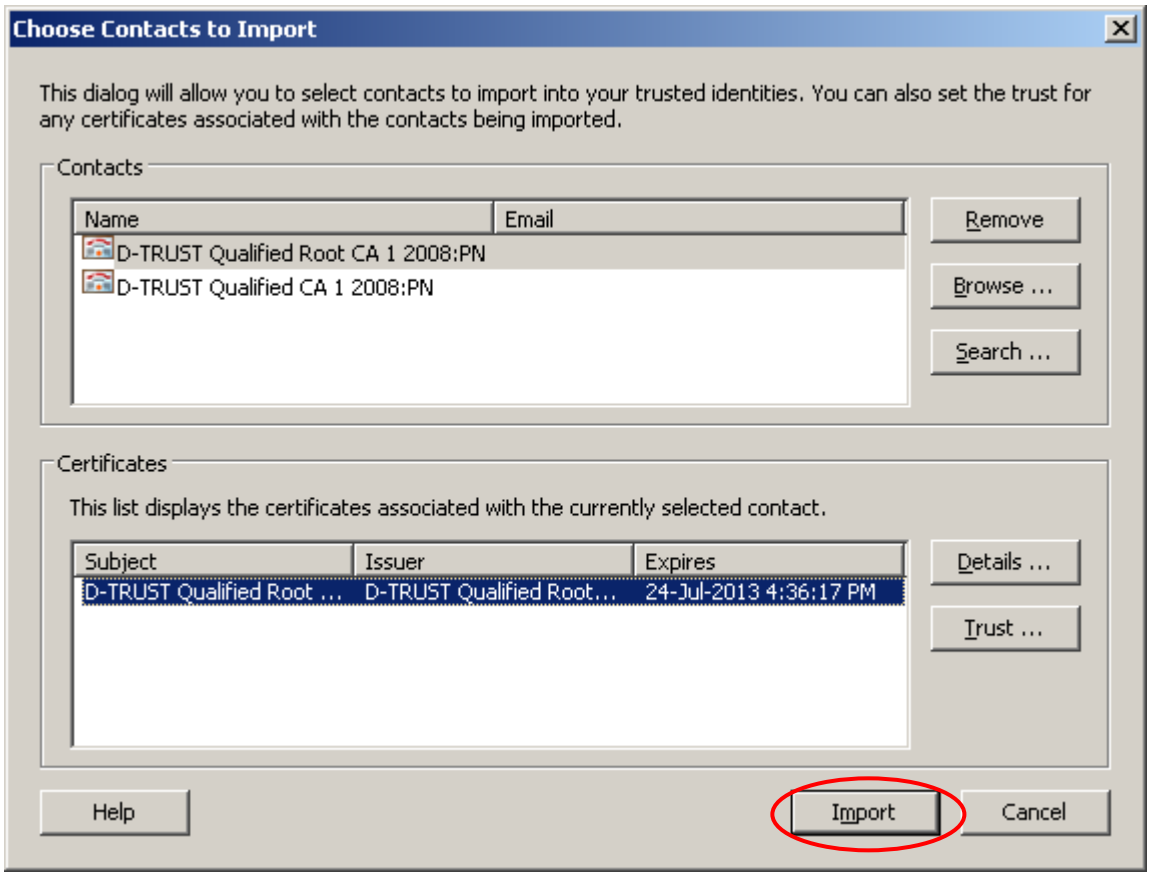
11. Browse to the location where the certificate files were saved to on your local disk drive

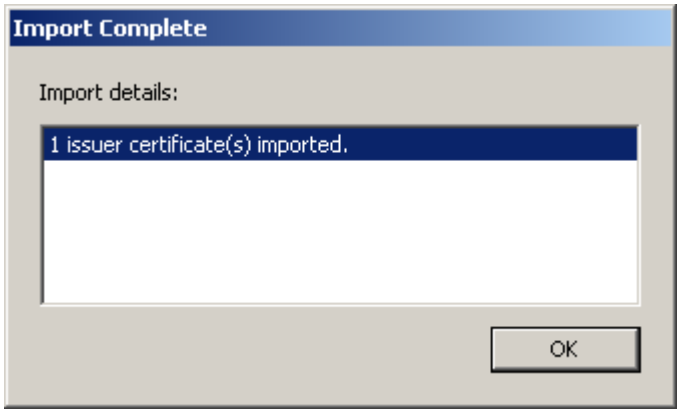


Select **D-TRUST_Qualified_Root_CA_1_2008.cer** and click on the “Open” button. Then repeat for **D-TRUST_Qualified_CA_1_2008.cer**.
There are now two Certificates in the Contacts box.



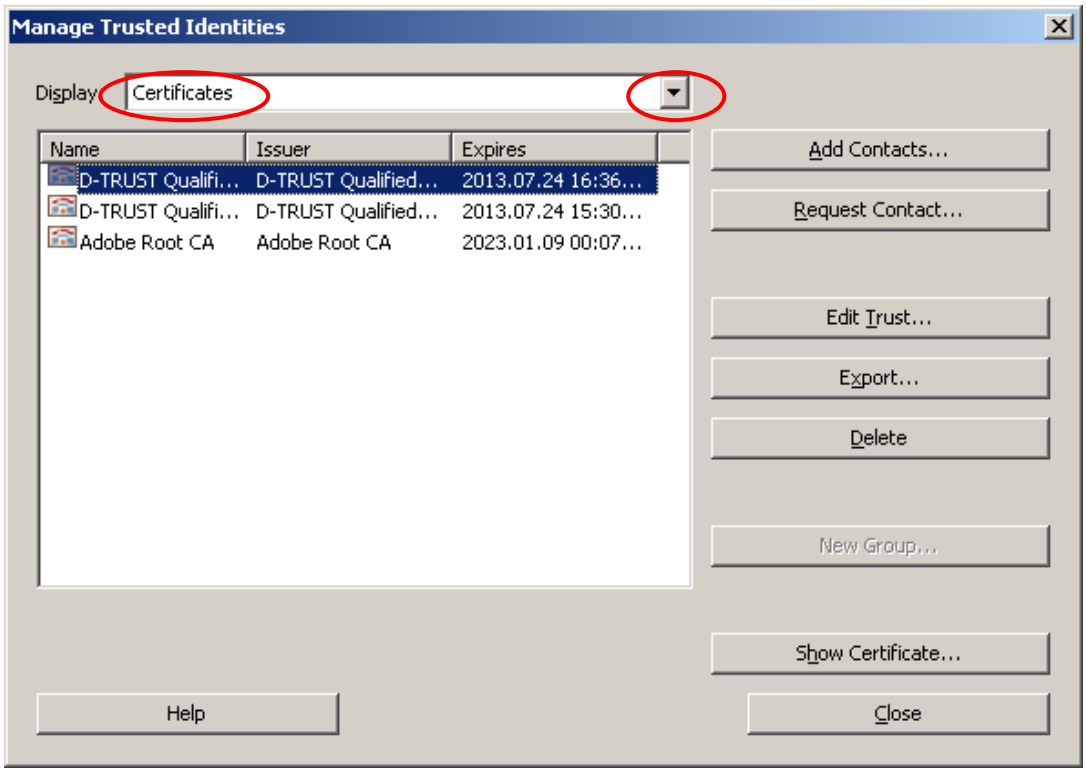
12. Select the entry in the Contacts pane and then click on the “Import” button



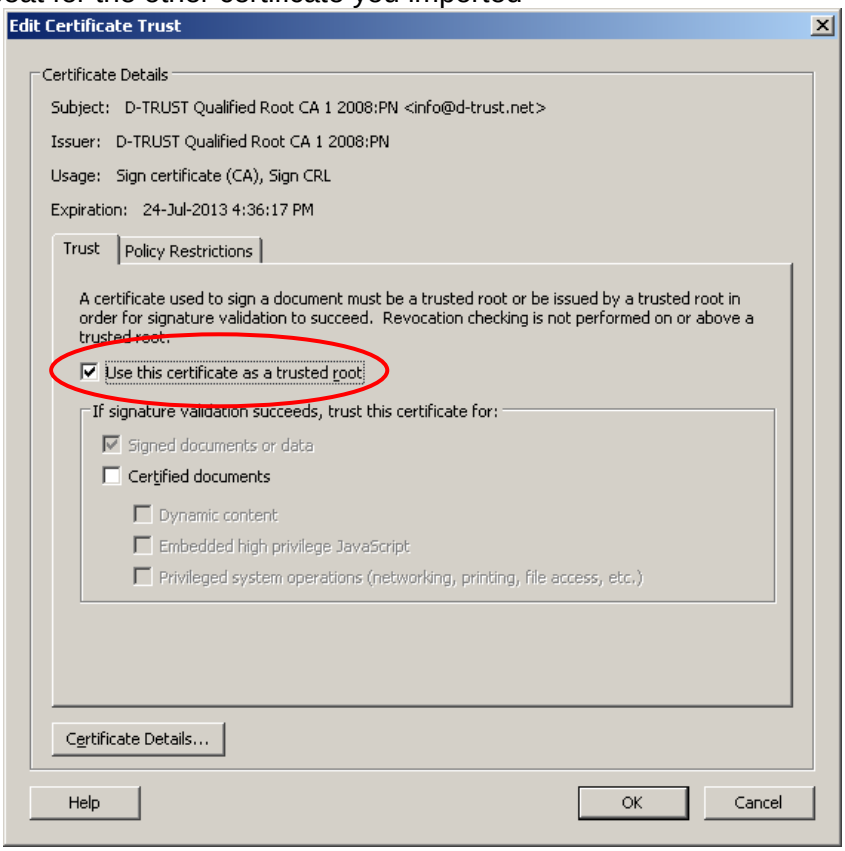


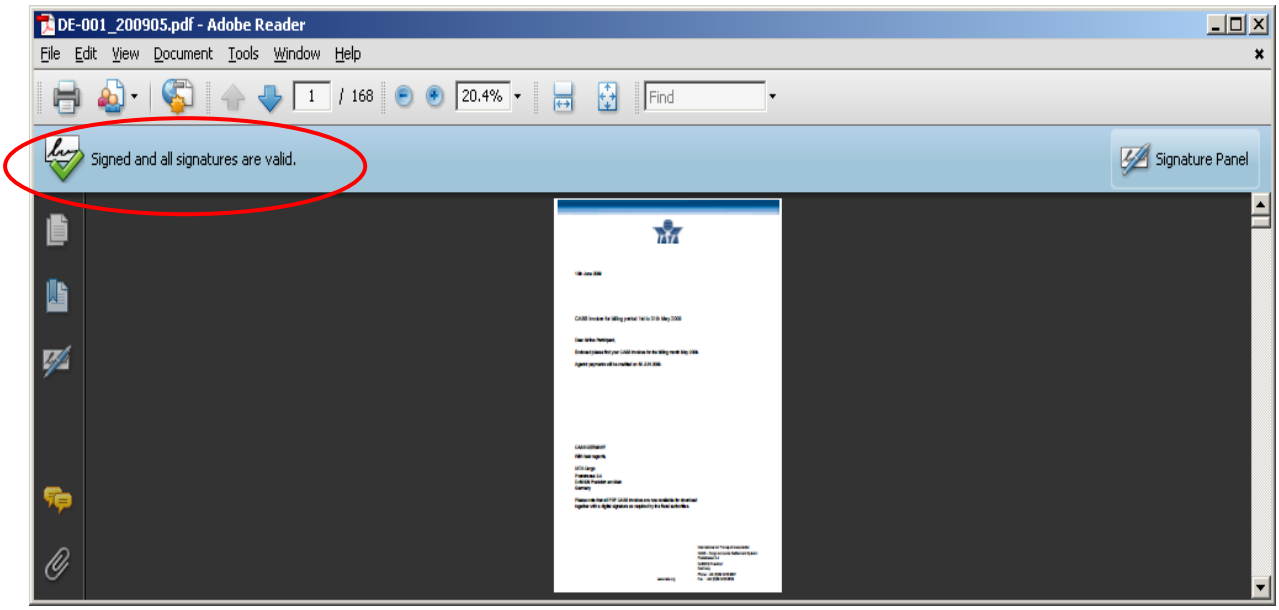
13. Repeat for the second of the certificate files saved to your local disk drive

14. Go to Document, then “Manage Trusted Identities” window pane, select the “Display” drop down menu near the top, and select “Certificates” from the drop down list



15. You will now see the two certificates you have imported. Select one of the certificate entries you’ve imported from the list and click on the “Edit Trust” button. Select “Signatures and as a trusted root” and “Certified Documents” Repeat for the other certificate you imported



16. Now that the certificates have been imported and trusted, you can validate the signature for the signed document by clicking on the signature icon down the left hand side of the document to reveal the signature. Right mouse click on the signature (“Signed by D-Trust SDS <NN>:PN”) and select “Validate Signature” from the drop down list

17. Once validated, a green tick should appear against the signature and the text “Signature is valid:” should appear below the signature